HP ePrint Enterprise

Client Installation Guide

Release 4.0

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Table of contents

1 Overview 1

2 Deploying mobile clients 2

2.1 Android client installation and usage flow 2

2.1.1 Installing Android client 2

2.1.2 Android client usage flow 2

2.2 iPhone client installation and usage flow 9

2.2.1 Installing iPhone client 9

2.2.2 iPhone client usage flow 11

2.3 BlackBerry client installation and usage flow 17

2.3.1 Installing the Print button on the BlackBerry 17

2.3.2 Downloading the Print button application on the BlackBerry 20

2.3.3 Checking if your BlackBerry can print 20

2.3.4 Supported application and documents 21

2.3.5 How to print 21

2.3.6 Finding and using a printer 21

2.3.7 Using the “Last used printers” list 23

2.3.8 Notification messages 23

2.4 BlackBerry 10 client installation and usage flow 24

2.4.1 Installing the BlackBerry 10 client 24

2.4.2 BlackBerry 10 client usage flow 25

2.5 Windows phone client installation and usage flow 33

2.5.1 Installing the Windows phone client 33

2.5.2 Windows phone client usage flow 33

2.6 HP ePrint Enterprise for Good client installation and usage flow 38

2.6.1 Installing the HP ePrint Enterprise for Good client 38

2.6.1.1 Installing the HP ePrint Enterprise for Good client from App Store 38

2.6.1.2 Installing the HP ePrint Enterprise for Good client from Android market 38

2.6.2 HP ePrint Enterprise for Good client usage flow 39

2.7 HP ePrint Enterprise for MobileIron client installation and usage flow 42

2.7.1 Activation process for HP ePrint Enterprise server 43

2.7.2 Service selection screen 44

2.7.3 Sources of printable content (plugins) 45

2.7.3.1 Email 45

2.7.3.2 Pictures 45

2.7.3.3 Clipboard 45

2.7.3.4 iTunes Shared 45
2.7.3.5 Web 46
2.7.3.6 Facebook photos 46
2.7.3.7 Dropbox 46
2.7.3.8 Open in 46
2.7.4 Selecting print location 46
2.7.4.1 Providers 46
2.7.4.2 Nearby 47
2.7.4.3 Shortcuts 48
2.7.4.4 Map 48
2.7.4.5 Search 48
2.7.5 Print job submission 49
2.7.6 Your printouts 50
2.8 HP ePrint Software client installation and usage flow 51
2.8.1 Installing HP ePrint software 51
2.8.2 Enabling the Enterprise icon on the HP ePrint software screen 51
2.8.3 Usage flow 52

3 Appendix A — Setting custom IT policies 59

4 Appendix B — Good dynamics configuration 71
4.1 Adding Application to a user 71
4.2 Generating Access Keys 71
4.3 Managing Application Policies 71
4.3.1 Basic Settings 71
4.3.2 Plugins 73
4.3.3 Additional Settings 73

5 Appendix C — MobileIron Configuration 75
5.1 Adding Application to a User 75
5.2 Managing Application Policies and Configs 76
5.2.1 Setting up App Policies 76
5.2.2 Setting up App Configurations 76
5.2.3 MobileIron Integration 77
5.2.4 HP ePrint Enterprise Fast Enrollment 78
5.2.5 Plugins Management 78
5.2.6 Others 78

6 Appendix — UPD integration 79

7 Appendix E — Touch to Authenticate and Job Release for Android Devices via HP Access Control (HP AC) 80
7.1 Touch to Authenticate 80
7.2 Touch to Release 80

List of figures

Figure 2-1 HP ePrint Enterprise for Android download 2
Figure 2-2 Main screen, Android 3
Figure 2-3 Verify enterprise server 4
Figure 2-4 Account provisioning screen 5
Figure 2-5 Application activation, Android 6
Figure 2-6 Activation completed successfully, Android 6
Figure 2-7 Job submission screen, Android 8
Figure 2-8 Print progress screen, Android 8
Figure 2-9 Get print job with password screen, Android 9
Figure 2-10 iPhone App Store 10
Figure 2-11 Install using iTunes 10
Figure 2-12 Main screen, iPhone 11
Figure 2-13 HP ePrint server configuration screen, iPhone 12
Figure 2-14 Account provisioning screen, iPhone 13
Figure 2-15 Account activation screen, iPhone 14
Figure 2-16 Printer selection screen, iPhone 15
Figure 2-17 Print screen, iPhone 16
Figure 2-18 Job submission and Release, iPhone 16
Figure 2-19 BlackBerry application packaging 17
Figure 2-20 Application Control Policy, BlackBerry 18
Figure 2-21 Device software configuration, BlackBerry 19
Figure 2-22 Assign configuration and deploy application commands, BlackBerry 20
Figure 2-23 Select email message and open BlackBerry menu 20
Figure 2-24 You are printing 22
Figure 2-25 HP ePrint Enterprise download, BlackBerry 25
Figure 2-26 HP ePrint Enterprise Installation, Blackberry 25
Figure 2-27 BlackBerry 10 client main screen 26
Figure 2-28 Terms of use, Blackberry 26
Figure 2-29 Activation screen, Blackberry 27
Figure 2-30 HP ePrint Server configuration screen, Blackberry 27
Figure 2-31 Account provisioning screen, Blackberry 28
Figure 2-32 Application Activation screen, Blackberry 29
Figure 2-33 Successful Activation! screen, Blackberry 29
Figure 2-34 File selected, Done 30
Figure 2-35 Select printer, Blackberry 30
Figure 2-36 Upload, BlackBerry 31

Figure 2-37 Accept Terms of use, BlackBerry 32
Figure 2-38 Print progress screen, BlackBerry 32
Figure 2-39 Account provisioning screen, Windows phone 35
Figure 2-40 Activate your Application screen, Windows phone 35
Figure 2-41 Select content, Windows phone 36
Figure 2-42 Select printer, Windows phone 36
Figure 2-43 Upload screen, Windows phone 37
Figure 2-44 Job Status screen, Windows phone 37
Figure 2-45 HP ePrint Enterprise for Good, download 39
Figure 2-46 Good authentication, Set up 40
Figure 2-47 Good authentication credentials 40
Figure 2-48 Create account screen 41
Figure 2-49 HP ePrint authentication 42
Figure 2-50 MobileIron authentication screens 43
Figure 2-51 HP ePrint Enterprise authentication flow 44
Figure 2-52 Setting screens 45
Figure 2-53 Providers screen 47
Figure 2-54 Nearby screens 47
Figure 2-55 Shortcuts screen 48
Figure 2-56 Map screen 48
Figure 2-57 Search screen 49
Figure 2-58 Service details 49
Figure 2-59 HP ePrint main screen without Enterprise icon 52
Figure 2-60 HP ePrint main screen with Enterprise icon 52
Figure 2-61 Select file and printer 53
Figure 2-62 Select Enterprise screen 53
Figure 2-63 HP ePrint registration screen 54
Figure 2-64 Register driver screen 54
Figure 2-65 Activate registration screen 55
Figure 2-66 Registration Successful screen 56
Figure 2-67 Update Location screen 56
Figure 2-68 Select printer screen 57
Figure 2-69 Accept agreement screen 57
Figure 2-70 Successful print notification 58
Figure 3-1 Setting a BES 4.1 IT policy 60
Figure 3-2 IT policies 60
Figure 3-3 Create IT policy template in BES 4.1 61
Figure 3-4 Setting BES 5.0 IT policy 62
Figure 3-5 Name and Description information 63
Figure 3-6 Create IT policy rule 64
Figure 3-7 Create two IT policy rules 65

Figure 3-8 Manage IT policies 66
Figure 3-9 Manage IT policy rules 67
Figure 3-10 Manage IT policies, View complete IT policy 68
Figure 3-11 Manage IT policies, User defined 69
Figure 3-12 Enter Values for ePrint IT Policy 70
Figure 4-1 Manage Users 71
Figure 4-2 Application Policies, Basic Settings 72
Figure 4-3 Application Policies, Basic Settings for https 72
Figure 4-4 Application Policies — plugins for iOS 73
Figure 4-5 Application Policies — plugins for Android 73
Figure 4-6 Application Policies, additional settings 73
Figure 4-7 Good Policies, HP ePrint Enterprise 74
Figure 5-1 APP Distribution Library 75
Figure 5-2 Policies container, example 76
Figure 5-3 Example, App configuration file 77
Figure 5-4 Example, App dashboard 78
Figure 6-1 UPD integration 79
Figure 7-1 HP AC server configuration screen 81
Figure 7-2 HP AC server configuration screen 81
Figure 7-3 HP AC server domain credentials screen 82
Figure 7-4 HP AC jobs list 83
Figure 7-5 HP AC get printout screen 83

1 Overview

HP ePrint Enterprise is a client/server solution that consists of mobile applications with access to printable content and a backend server inside the company's network. This solution is capable of receiving plain content (such as Word documents, images, PDF's, etc.), and rendering and printing as regular print jobs.

2 Deploying mobile clients

The following sections explain how to deploy the HP ePrint Enterprise app (mobile app for HP ePrint Enterprise) to BlackBerry, Android, and iOS devices.

2.1 Android client installation and usage flow

2.1.1 Installing Android client

The Android client application is installed by downloading it directly from Android Market.

Search for **HP ePrint Enterprise** app, and click **Install**.

Figure 2-1 HP ePrint Enterprise for Android download

2.1.2 Android client usage flow

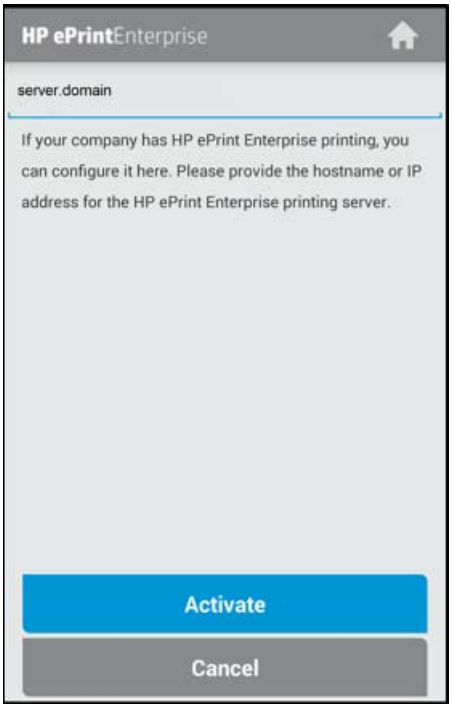
Once the client application is installed you can start printing jobs. To print a job, complete the following steps:

1. Open HP ePrint Enterprise app: Select **Activate ePrint Enterprise** (on the main screen of HP ePrint Enterprise application).

Figure 2-2 Main screen, Android

2. Enter the HP ePrint Enterprise server address to be used. Tap **Activate**.

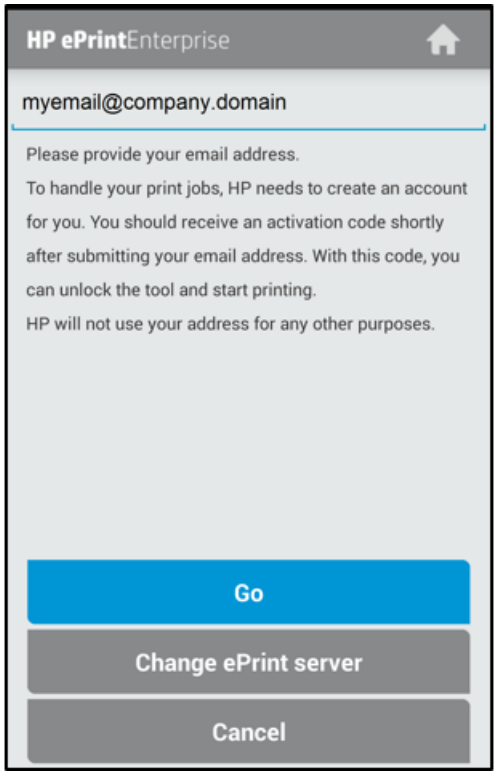
Figure 2-3 Verify enterprise server



IMPORTANT: A warning message *Your information might be at risk* may display if the connection is not trusted (HTTP protocol or Self-signed certificates). Select **Trust** to continue the authentication process, or **Cancel** to go back.

3. To request an account, use an email address with a domain that is allowed in the HP ePrint Enterprise installation. Tap **Go**.

Figure 2-4 Account provisioning screen



The HP ePrint Enterprise server emails an activation key confirming the account request to **Activate** the client in HP ePrint Enterprise.

4. Enter the activation key and click **Activate**.

Figure 2-5 Application activation, Android

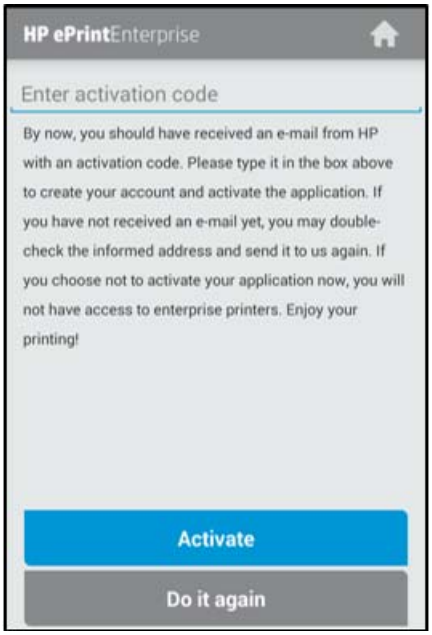
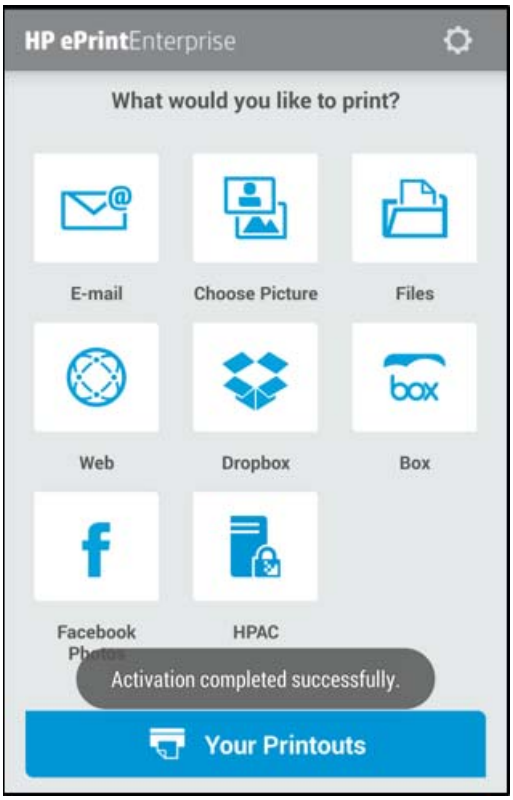


Figure 2-6 Activation completed successfully, Android



5. Once the authentication process completes, select the content to print and search for your enterprise printer. To see only printers from your company (not public printers or services), make sure to uncheck the **Enable public printing** option on the **Application Settings** screen.

6. When printer selection is complete, you can submit jobs.

7. Tap **Print**.

Figure 2-7 Job submission screen, Android

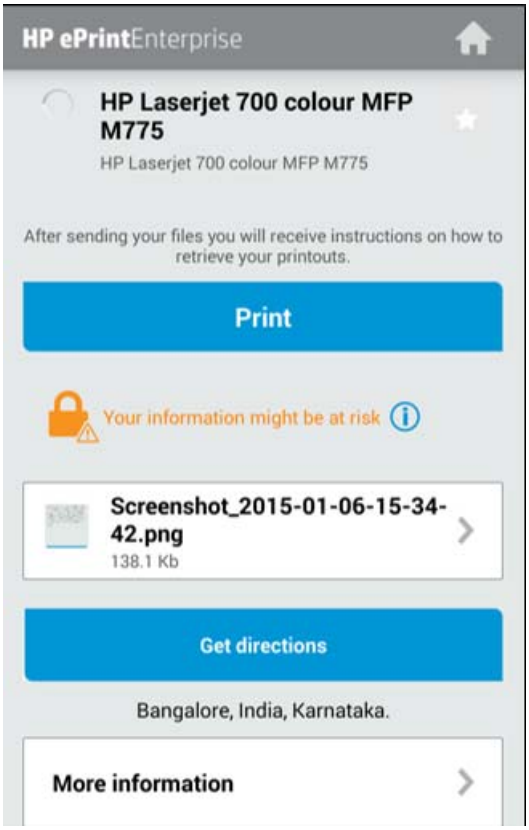
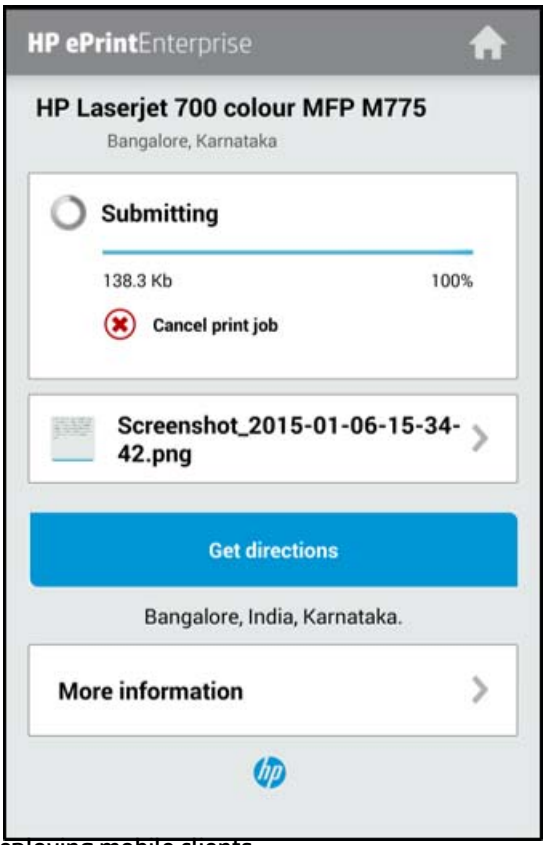
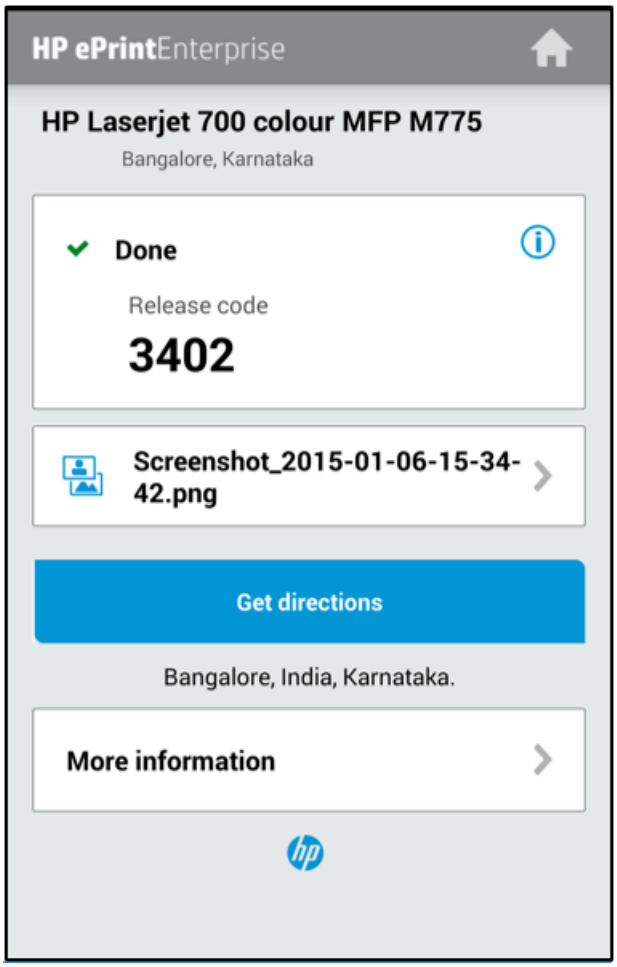


Figure 2-8 Print progress screen, Android



8. To get your print job, use the password.

Figure 2-9 Get print job with password screen, Android



2.2 iPhone client installation and usage flow

2.2.1 Installing iPhone client

The iPhone client application can be installed from either of the following locations:

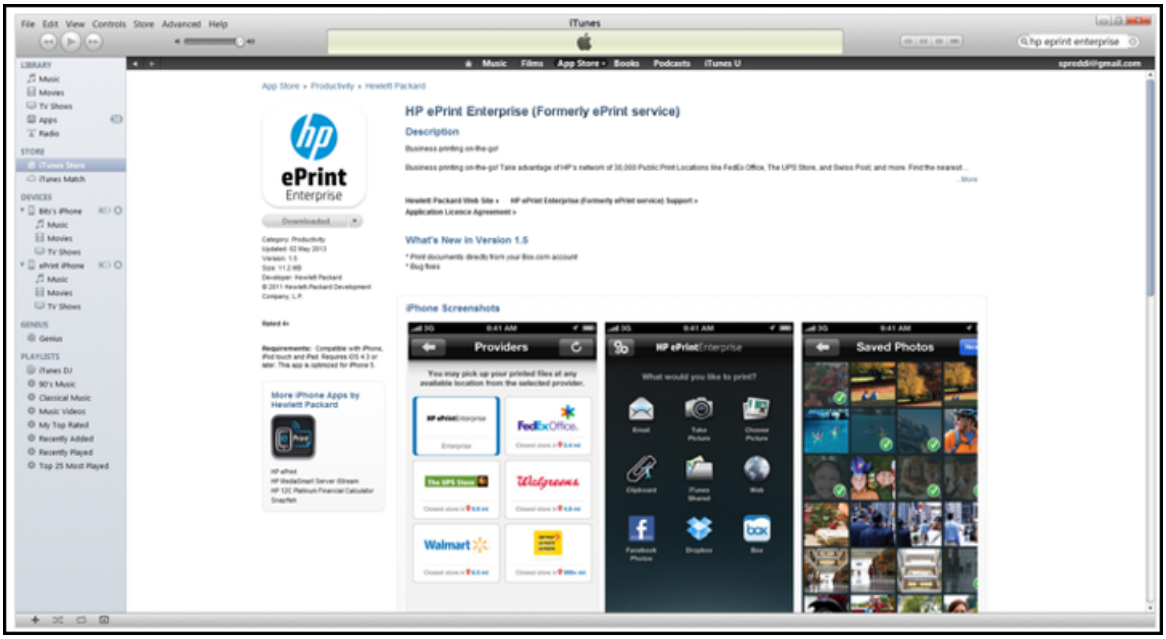
- iPhone App Store

Figure 2-10 iPhone App Store

Or

- iTunes

Figure 2-11 Install using iTunes



Once Client application installation completes, jobs can be printed as described in the following sections.

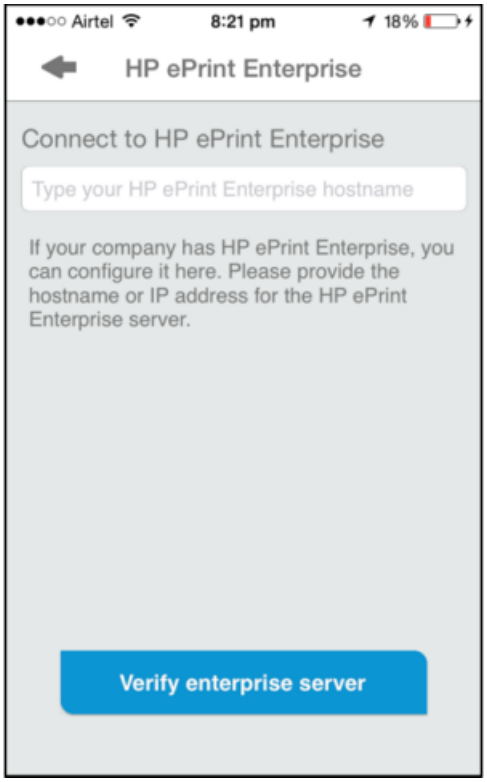
2.2.2 iPhone client usage flow

1. Open HP ePrint Enterprise app: Select **Enable enterprise printing** (on the main screen of HP ePrint Enterprise application).

Figure 2-12 Main screen, iPhone

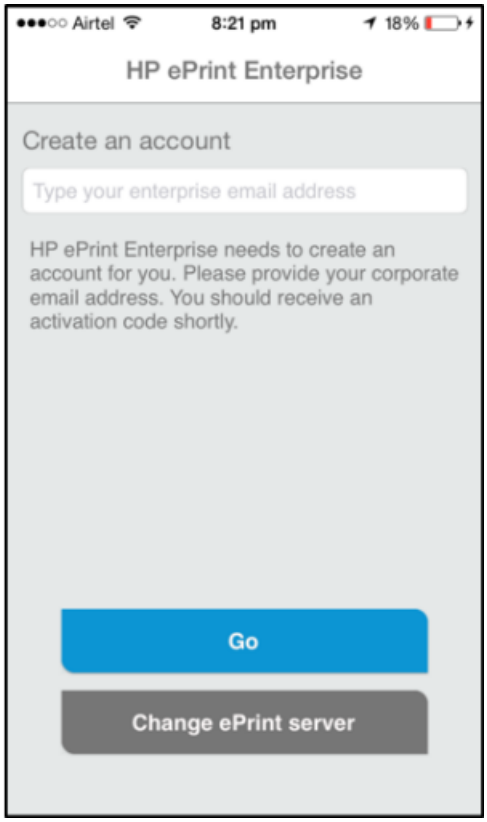
2. Enter HP ePrint Enterprise server address to be used. Tap **Verify enterprise server**.

Figure 2-13 HP ePrint server configuration screen, iPhone



3. Request an account. Use an email address with a domain that is allowed in the HP ePrint Enterprise installation. Tap **Go**.

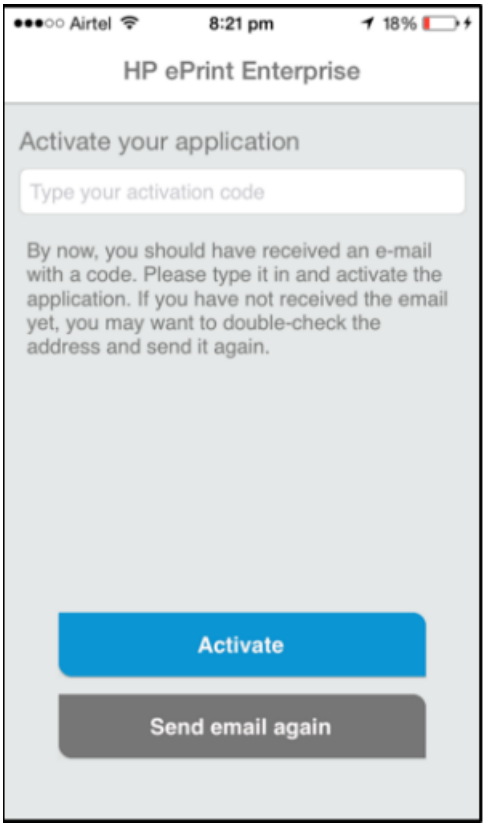
Figure 2-14 Account provisioning screen, iPhone



The HP ePrint Enterprise server emails an activation key confirming the account request to **Activate** the client in HP ePrint Enterprise.

4. Enter the activation key, and tap **Activate**.

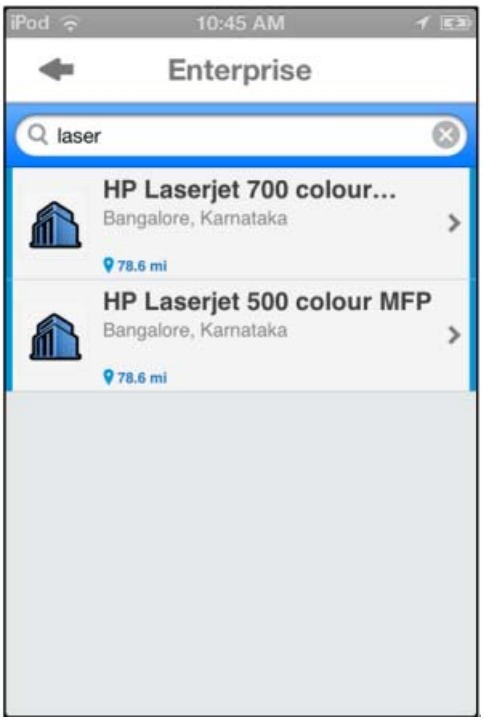
Figure 2-15 Account activation screen, iPhone



5. Once the authentication process is complete, select the content to print, and then search for your enterprise printers. To see only printers from your company (not public printers or services), make sure to uncheck the **Enable public printing** option on the **Application Settings** screen.

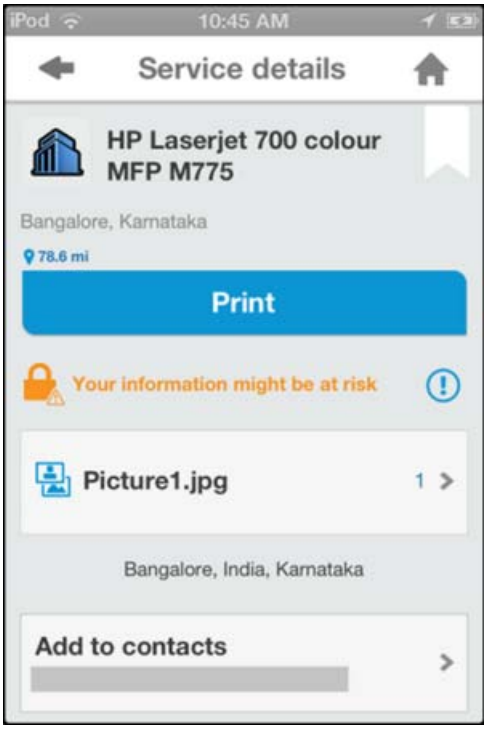
6. Select a printer.

Figure 2-16 Printer selection screen, iPhone



7. Tap **Print**.

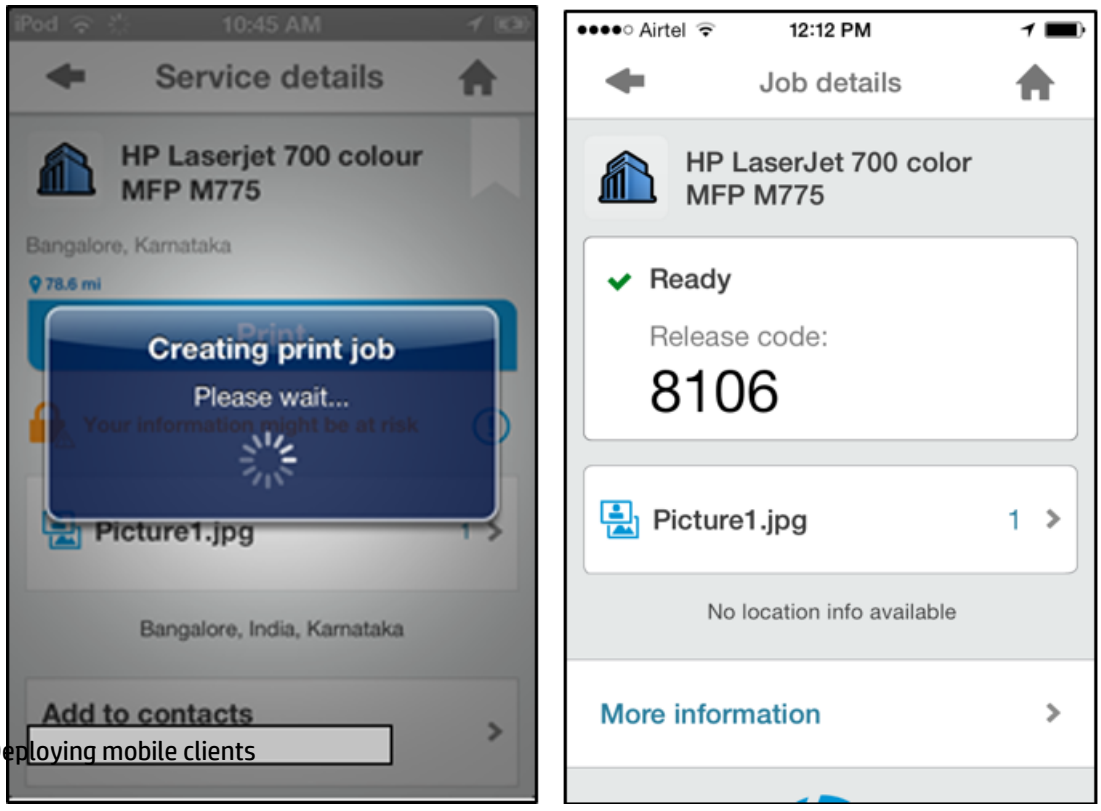
Figure 2-17 Print screen, iPhone



IMPORTANT: A warning message which states *Your information might be at risk* may display if the connection is not trusted (HTTP protocol or self-signed certificates). Select **Trust** to continue the authentication process, or **Cancel** to go back.

When printer selection is complete, the job can be submitted.

Figure 2-18 Job submission and Release, iPhone



8. To get your print job, use the **Release code**.

2.3 BlackBerry client installation and usage flow

Deploying the BlackBerry client application involves the following:

1. Pushing the application to user's phone through a BES application publishing task, or asking user to download the application from the server.
2. Setting custom IT policies so that the client application knows where to search for printers, and which address to send print jobs.

2.3.1 Installing the Print button on the BlackBerry

Disclaimer: In most cases this should be handled by the customer's IT department. The following instructions are only a quick guide on how to complete the tasks, and are not validated by RIM as officially supported steps. For that, consult RIMs support and documentation.

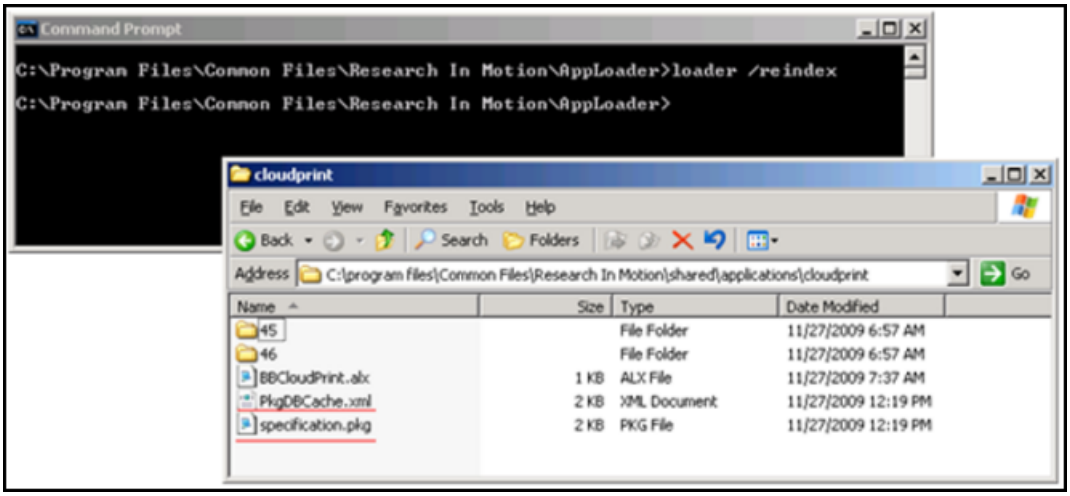
To deploy the HP ePrint Enterprise BlackBerry client using BES Push, complete the following steps:

1. On the BES server, share the **Research in Motion** folder with **Read Only** permissions. Typically located in 'c:\Program Files\Common Files\Research in Motion' (but can also be in any other folder or computer, as long as it follows the same directory structure).
2. Copy the zip file from 'C:\inetpub\wwwroot\cp\push' folder from post-installation of HP ePrint Enterprise, and unzip `HPePrint.zip` in 'Research in Motion\shared\applications'.
3. Open the cmd.exe file, and go to 'Research in Motion\AppLoader' and run:

   ```
   > loader /reindex
   ```

   This will create two files in the HP ePrint directory: "PkgDBCache.xml" and "specification.pkg," respectively. If you have shared another folder on the same computer or any other machine, you will have to copy the AppLoader folder to that location before running this command.

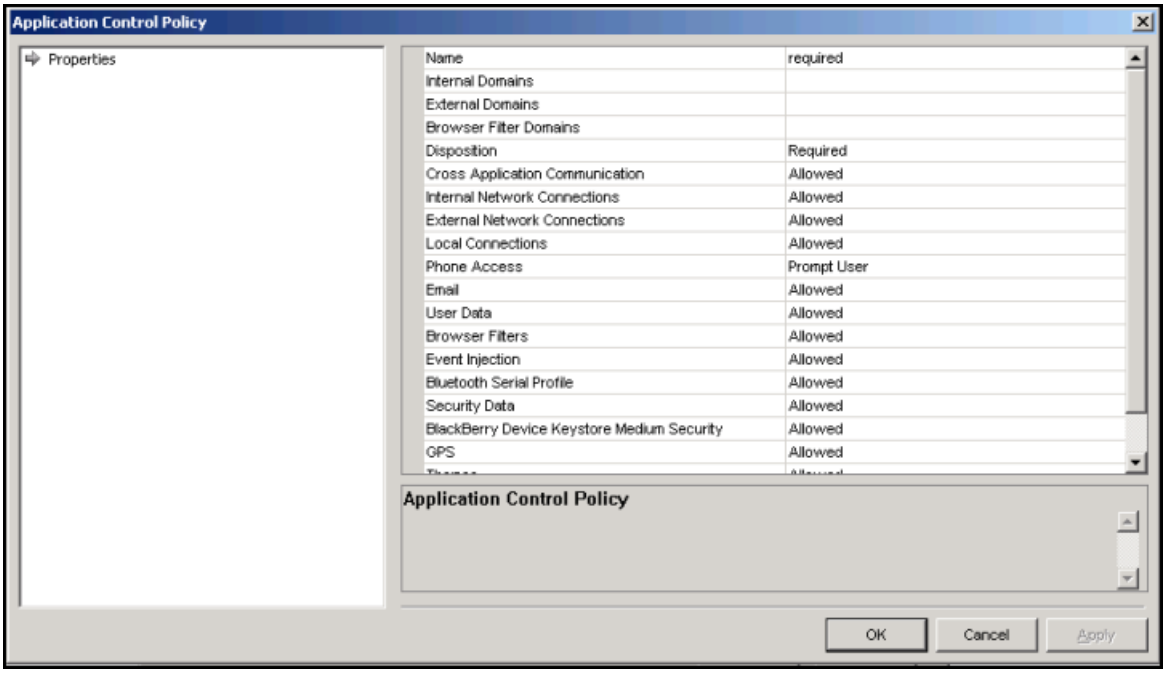
   Figure 2-19 BlackBerry application packaging



4. Open the **Blackberry Manager** application, click **Blackberry Domain** (in the left pane), and **Software Configurations** (in the top tab pane).
5. If you don't have an existing software configuration, click **Add New Configuration**.
6. Set the Configuration Name to whatever you prefer, and click **Change** to select the device software location.

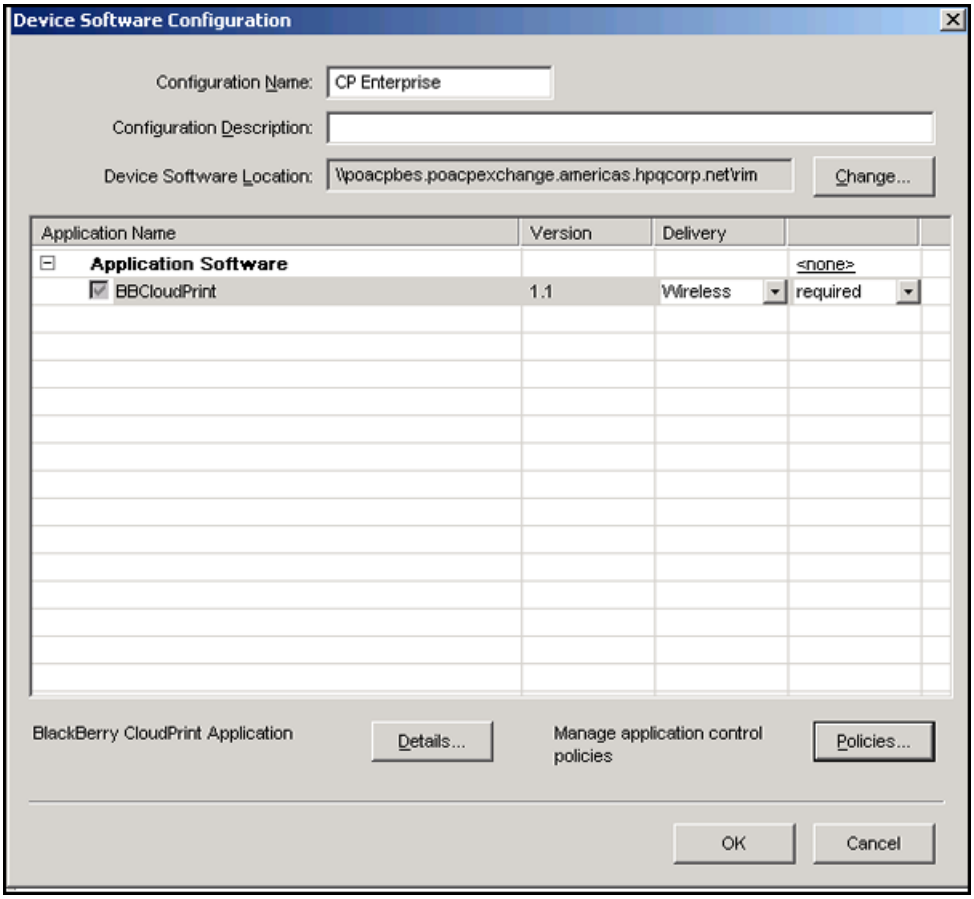
7. Set the UNC path for the shared “Research in Motion” folder, such as \\myMachineName\RIM (if that’s the name you have used while sharing the read only path).
8. If your path is properly set you will see **BBCloudPrint** listed. Change the delivery mode to **Wireless**.
9. Click **Policies** and create a new policy.
10. Set Phone Access to **Prompt User** and others to **Allowed**. If you want the application to automatically install, set Disposition to **Required**, as follows:

Figure 2-20 Application Control Policy, BlackBerry



11. On the applications list configure **BBCloudPrint** to use the policy which you have created.

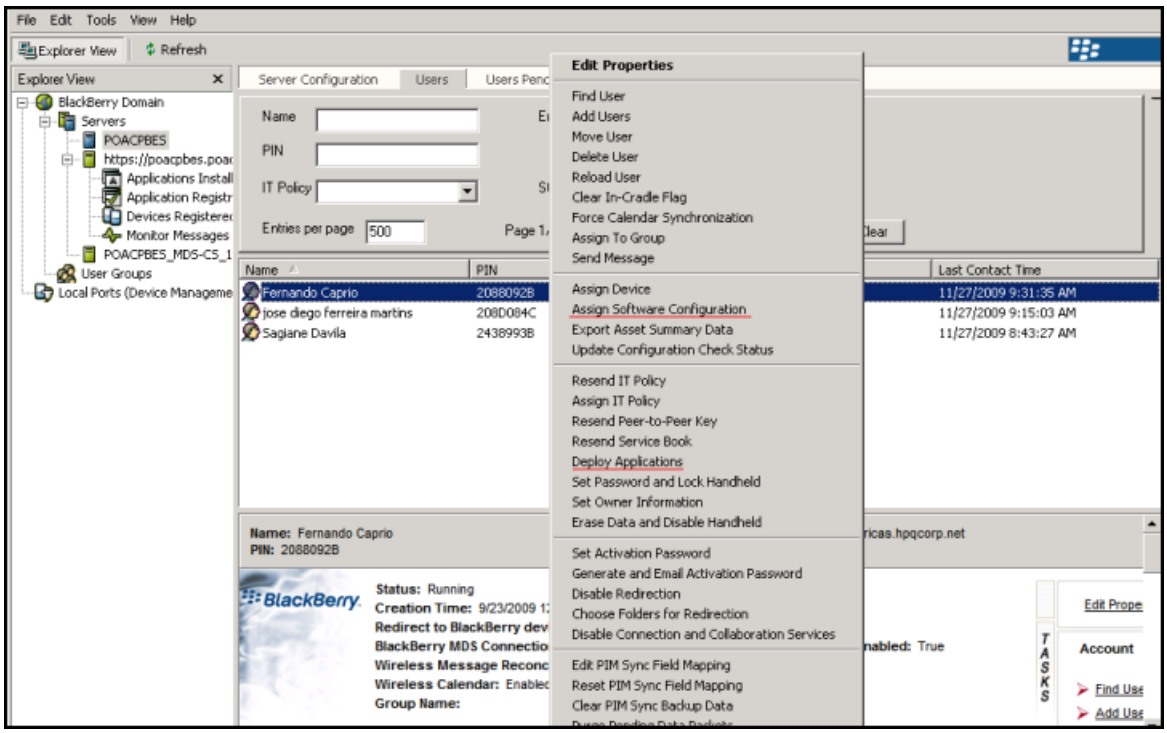
Figure 2-21 Device software configuration, BlackBerry



12. Apply Software Configuration to all users wanting to deploy the HP ePrint Enterprise client. Select all users to deploy, right-click and select **Assign Software Configuration**. A list will display. Select the configuration profile that you just created. The deployment process can take up to 4 hours.

To test deployment, right-click the users again, and select **Deploy Applications**. Depending on the BlackBerry OS version and device conditions, some users are prompted to restart their smartphones (they can choose to do it later, if desired).

Figure 2-22 Assign configuration and deploy application commands, BlackBerry



2.3.2 Downloading the Print button application on the BlackBerry

If you do not want to push the application, but would rather have users download the setup individually, they need to go to the following internal URL from their BlackBerry browser: **http://<installation host>/cp/**

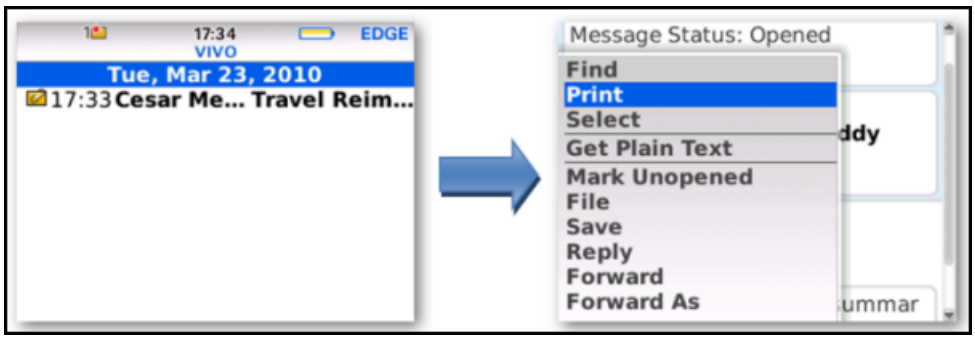
This will enable users to manually download and install the **Print** button.

2.3.3 Checking if your BlackBerry can print

To verify if your BlackBerry is capable of printing through **HP ePrint Enterprise**, make sure the **Print** button is installed. To do this, complete the following steps:

1. Enter your BlackBerry email application.
2. Select any email message.
3. Open the BlackBerry context menu (BlackBerry button),
4. If you can see the **Print** button on this menu, you are **HP ePrint** enabled.

Figure 2-23 Select email message and open BlackBerry menu



If the **HP ePrint Enterprise** application is not installed, and you wish to have it, contact your system administrator.

2.3.4 Supported application and documents

HP ePrint Enterprise works directly from the core BlackBerry email application. This means you can only print email messages (and the included attachments).

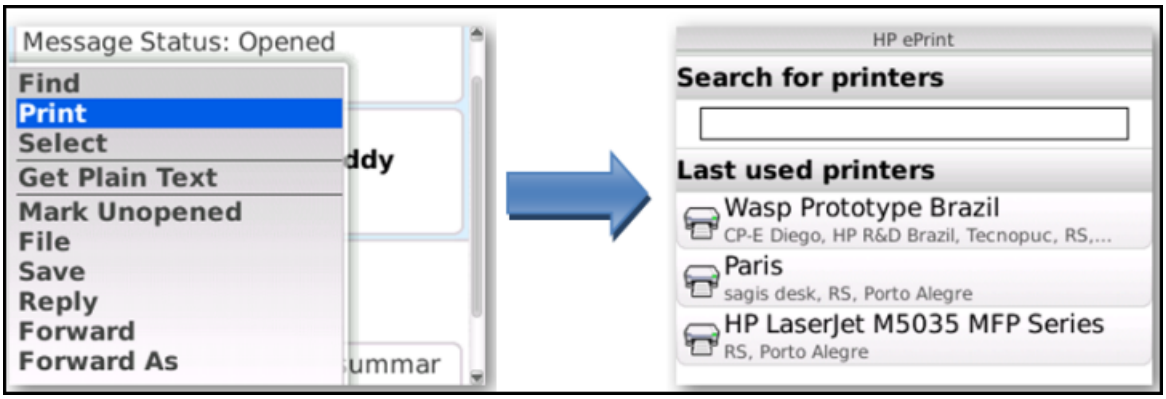
NOTE: The BlackBerry email application handles different types of messages, including SMS, PIN messages and notifications from other applications. These other types of messages are not currently supported by **HP ePrint Enterprise**.

HP ePrint Enterprise supports any number of attachments in an email message, and is currently capable of printing the following file types:

- MS Office Word, Excel, and PowerPoint documents (from Microsoft Office 97 to Microsoft Office 2010)
- PDF
- XPS
- BMP, PNG, GIF, and JPEG/JPG
- Plain text
- Rich Text (.RTF)
- Text and HTML-formatted email message bodies

2.3.5 How to print

To print an email message, select or view the desired message and tap the BlackBerry menu key. You should find the **Print** button on the menu. Tap this button to go to the HP ePrint main screen:



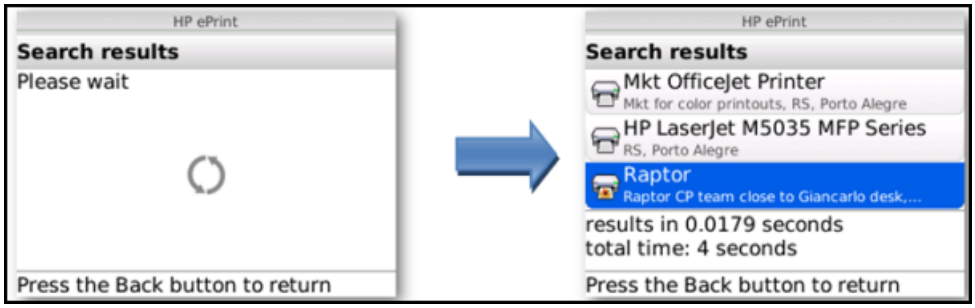
If an unsupported message type (SMS, PIN, etc.) is selected, the HP ePrint Enterprise main screen will not display.

2.3.6 Finding and using a printer

To find the printer you want to use, enter any keyword in the search text box and tap the trackball/pad button or tap **Enter**.

These key words should identify the printer description or location, and can be separated by commas or spaces. Example: “color, north, 3rd floor” or “next to kitchen.” Any words belonging to the printer name, model name, capabilities or any of the location tags will be used in the search. These words are determined by your company’s IT, so make sure you suggest relevant tags!

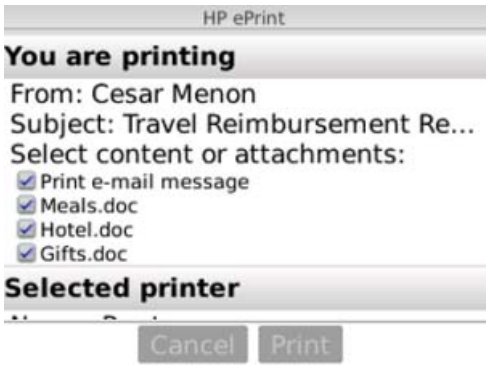
The search should return printers that match ALL keywords you specified. If at least one printer is found, you should see the result set on the BlackBerry screen:



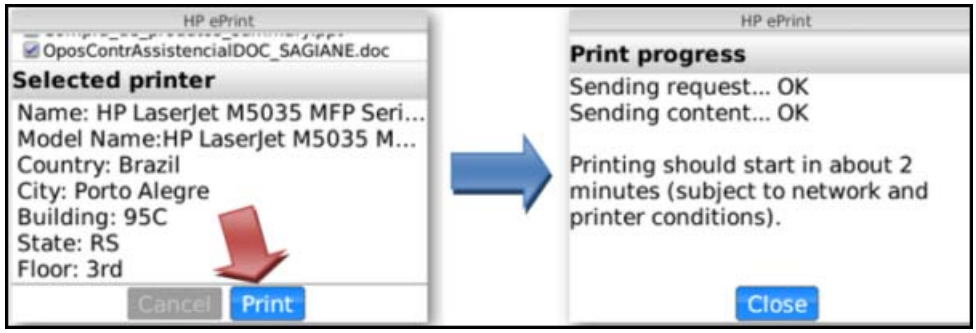
Select the desired printer from the list. This should take you to a confirmation screen which contains basically two things: (1) details on the content that will be printed, and (2) details on the printer you just selected.

Under **You are printing** is the option to select which parts of the message to print (email message body and attachments). All parts are pre-selected by default. If you do not wish to print some of the parts, simply uncheck the item:

Figure 2-24 You are printing



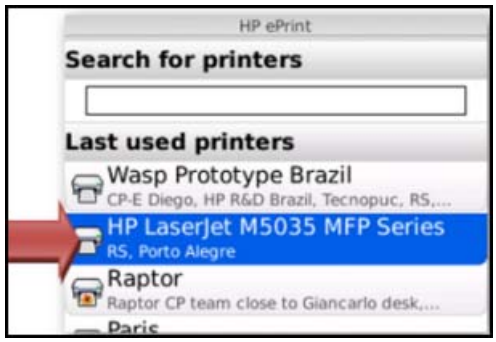
Under **Selected printer** (scroll down) is detailed information about the printer location. To confirm, tap the **Print** button located at the bottom of the screen:



2.3.7 Using the “Last used printers” list

Previously used printers will automatically be listed on the first **HP ePrint Enterprise** screen, so you won’t need to search for them every time.

Just select a printer, and go directly to the confirmation screen. This list is ordered by usage history: the last printer you used will be at the top.



2.3.8 Notification messages

After tapping **Print**, you should be notified about the status of your print job. You should receive a message of either success of failure.

2.4 BlackBerry 10 client installation and usage flow

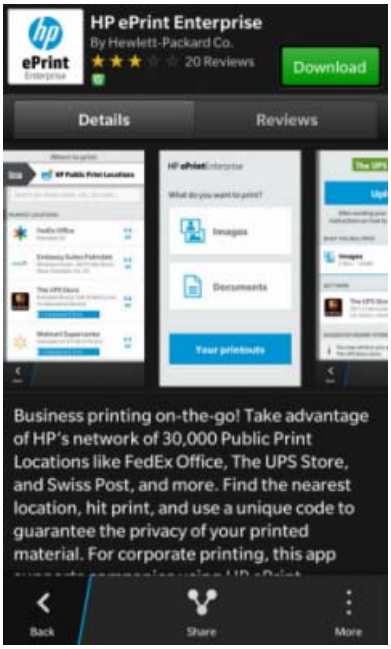
2.4.1 Installing the BlackBerry 10 client

To download and install the BlackBerry 10 client application from BlackBerry world, complete the following steps:

1. Go to BlackBerry world, and search for the **HP ePrint Enterprise** app.

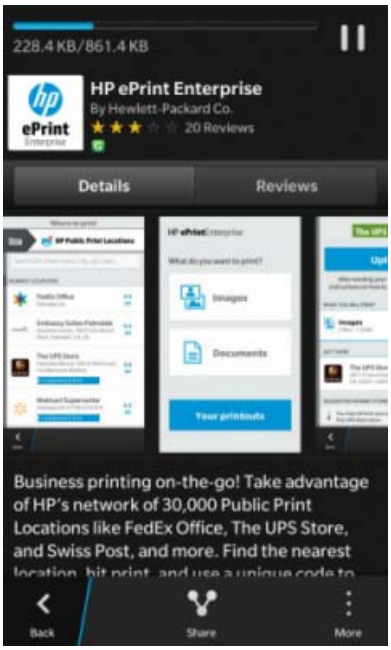
2. Tap **Download**.

Figure 2-25 HP ePrint Enterprise download, BlackBerry



3. Tap **Install**. The installation process begins.

Figure 2-26 HP ePrint Enterprise Installation, Blackberry



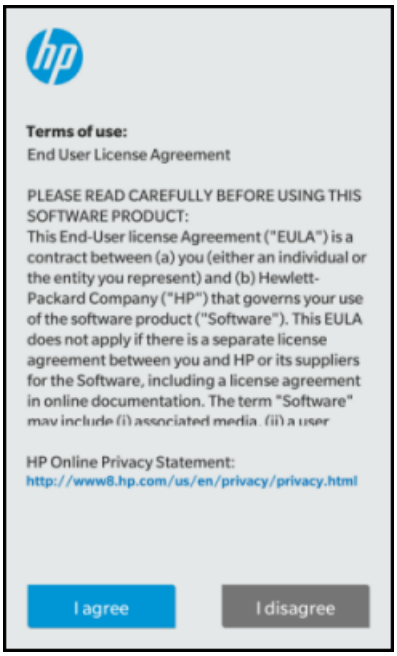
2.4.2 BlackBerry 10 client usage flow

To start printing jobs after installing the client application, complete the following steps:

1. Tap **Open**, and then tap **I Agree**.

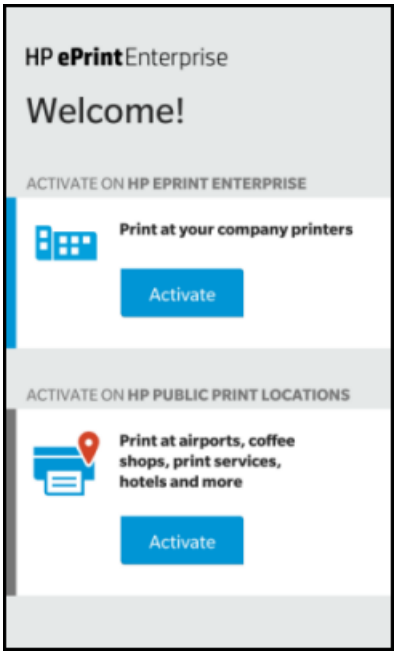
Figure 2-27 BlackBerry 10 client main screen

Figure 2-28 Terms of use, Blackberry



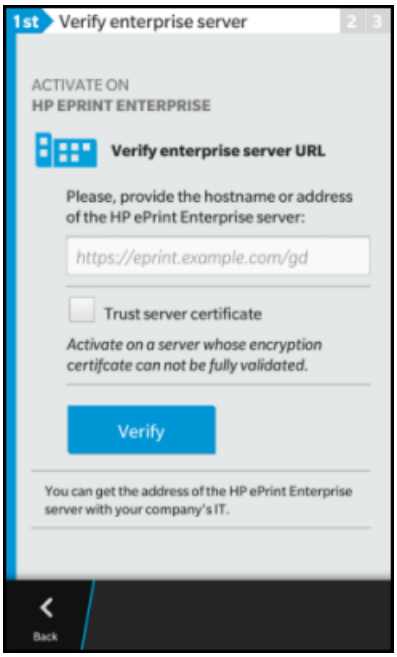
2. On the **Welcome** screen under ACTIVATE ON HP EPRINT ENTERPRISE, click **Activate**.

Figure 2-29 Activation screen, Blackberry



3. In the **Verify enterprise server** screen enter the HP ePrint Enterprise server address that you want to use, and then click **Verify**.

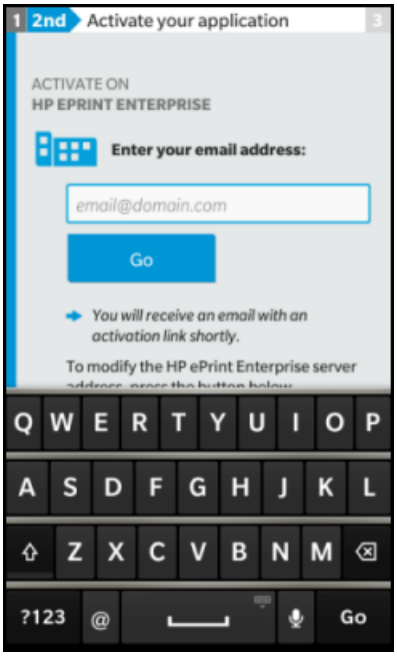
Figure 2-30 HP ePrint Server configuration screen, Blackberry



4. To request an account, enter an email address with a domain that is allowed in the HP ePrint Enterprise installation. Tap **Go**.

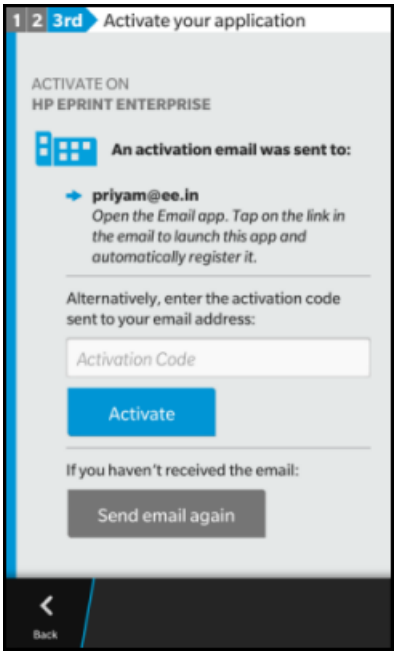
   The HP ePrint Enterprise server sends an email with the activation code to confirm the account request and activate the client in HP ePrint Enterprise.

   Figure 2-31 Account provisioning screen, Blackberry



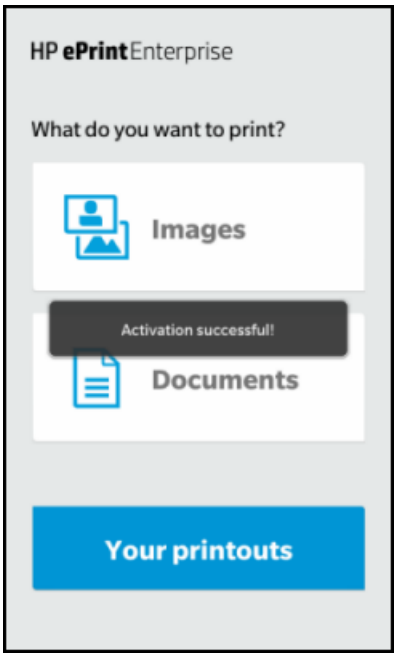
5. Enter the activation code, and then click **Activate**.

Figure 2-32 Application Activation screen, Blackberry



Activation successful! displays.

Figure 2-33 Successful Activation! screen, Blackberry



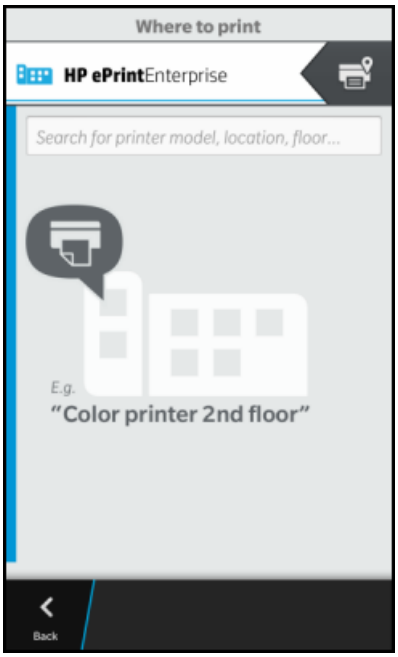
Once the authentication process completes, you can print the files.

6. Select the file to print, and then click **Done**.

Figure 2-34 File selected, Done

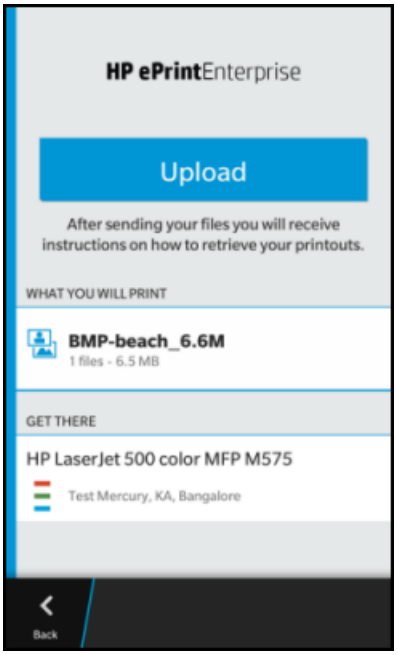
7. After selecting the printer the jobs can be submitted.

Figure 2-35 Select printer, Blackberry



8. Click **Upload**.

Figure 2-36 Upload, BlackBerry



9. For **Terms of use** click **Accept**.

Figure 2-37 Accept Terms of use, BlackBerry

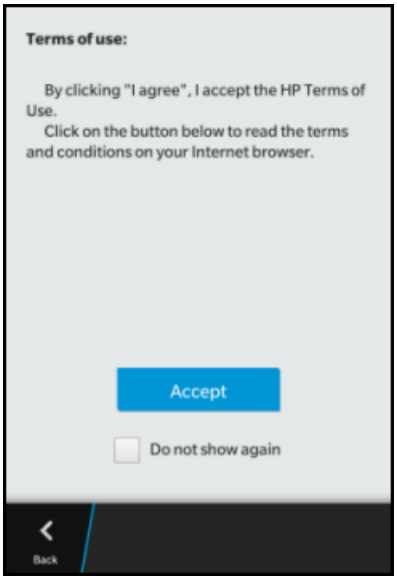
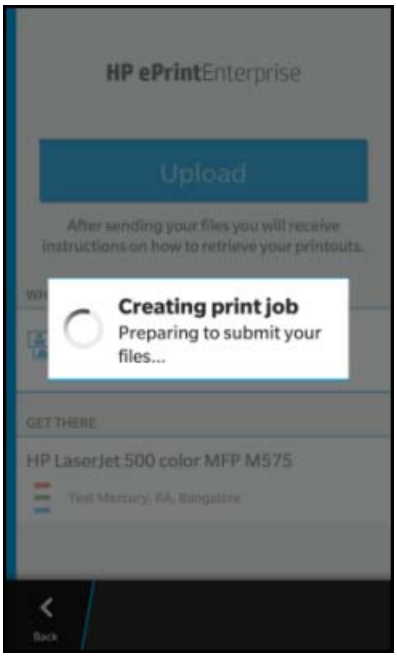
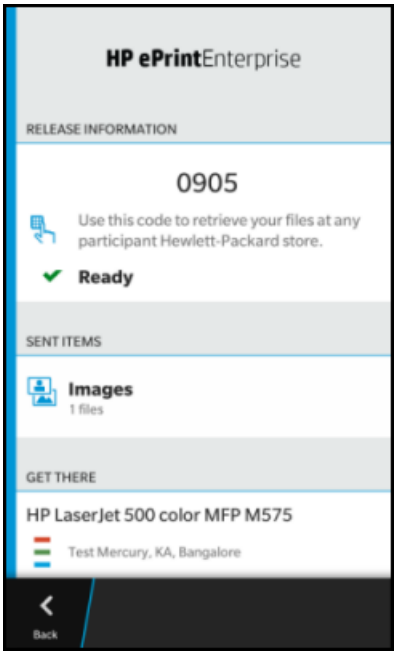


Figure 2-38 Print progress screen, BlackBerry



10. Use your password to retrieve the print job.



2.5 Windows phone client installation and usage flow

2.5.1 Installing the Windows phone client

To download and install the Windows Phone client application from Windows Phone Store, complete the following steps:

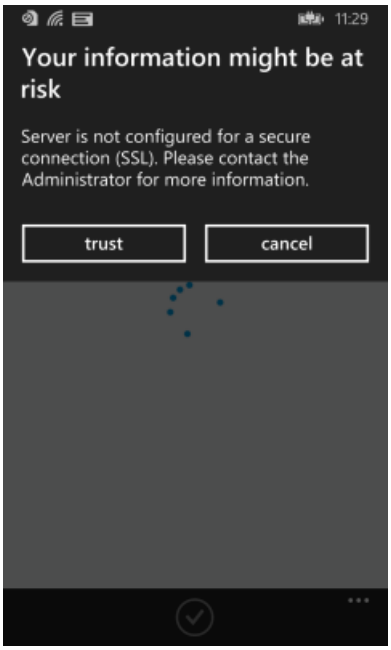
1. In Windows Phone Store, search for the HP ePrint Enterprise app.
2. Tap **Install**.

2.5.2 Windows phone client usage flow

To start printing jobs after installing the client application, complete the following steps:

1. In the Enter Server Address screen, enter the HP ePrint Enterprise server address that you want to use, and then tap the check mark at the bottom of the screen.

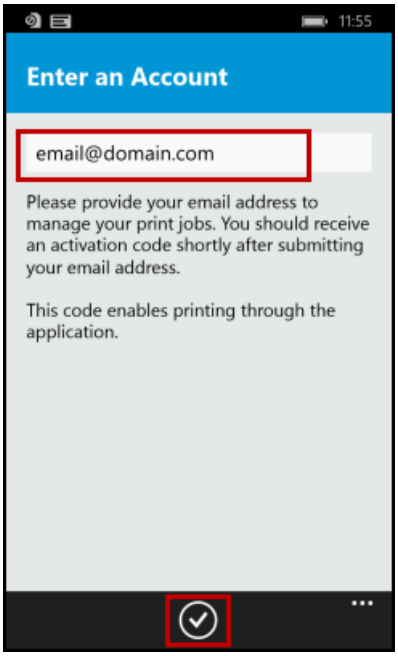
2. A popup may display if the connection is not trusted. Select **trust** to continue the authentication process, or **cancel** to go back.



3. To request an account, enter an email address with a domain that is allowed in the HP ePrint Enterprise installation. Tap check mark.

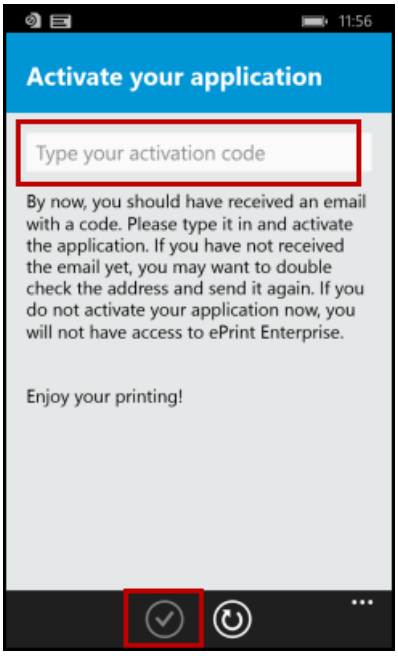
   The HP ePrint Enterprise server sends an email with the activation code to confirm the account request and activate the client in HP ePrint Enterprise.

   Figure 2-39 Account provisioning screen, Windows phone



4. Enter the activation code, and then tap the check mark.

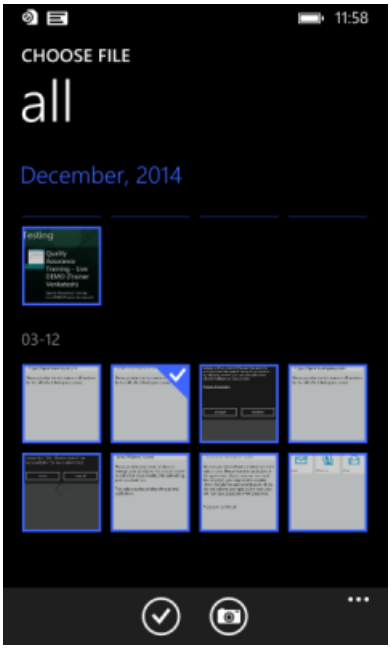
   Figure 2-40 Activate your Application screen, Windows phone



Successful activation screen displays. Once the authentication process completes, you can tap **Email**, **Pictures**, or **Files**.

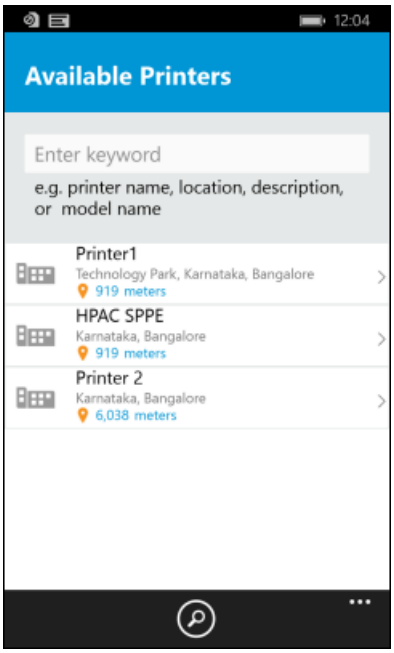
5. Select the file to print, and then tap the check mark.

Figure 2-41 Select content, Windows phone



6. After selecting the printer, the jobs can be submitted.

Figure 2-42 Select printer, Windows phone



7. Click **Upload**.

Figure 2-43 Upload screen, Windows phone

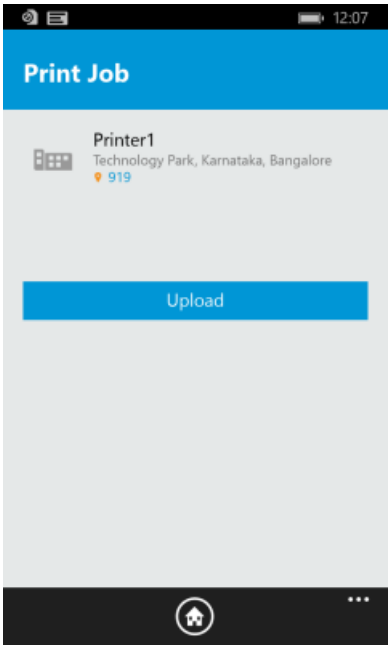
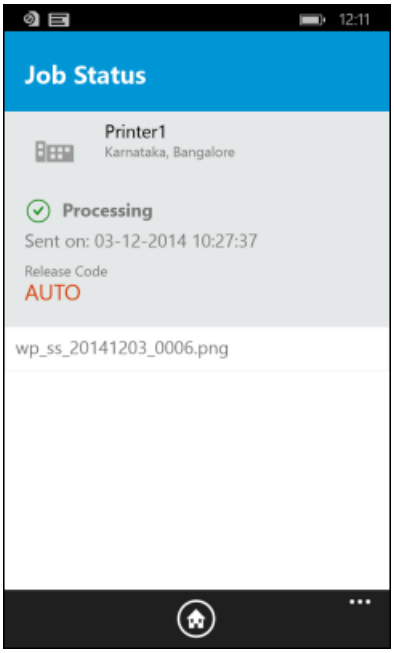
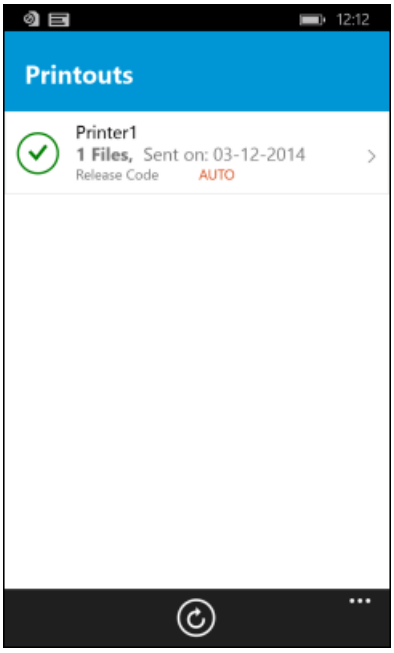


Figure 2-44 Job Status screen, Windows phone



8. The print job is successfully delivered.



2.6 HP ePrint Enterprise for Good client installation and usage flow

HP ePrint Enterprise for Good is a printing application for Good customers. With HP ePrint Enterprise, users can print from outside enterprise premises to an enterprise printer without any hazels such as a VPN connection. After sending a print job to an enterprise printer, your release codes are stored in your account to access at any time. Use this release code to retrieve print jobs.

2.6.1 Installing the HP ePrint Enterprise for Good client

To use *HP ePrint Enterprise for Good*, the administrator of your company's Good account must browse the Good marketplace and request access to use the app.

2.6.1.1 Installing the HP ePrint Enterprise for Good client from App Store

For Apple devices, download **HP ePrint Enterprise for Good** client from Apple's AppStore. The app can be found by searching for **HP ePrint Enterprise for Good** from the AppStore, or by accessing it directly here:

https://itunes.apple.com/us/app/hp-eprint-enterprise-for-good/id620610858?mt=8

2.6.1.2 Installing the HP ePrint Enterprise for Good client from Android market

For Android devices, download the **HP ePrint Enterprise for Good** client from the Android Market.

To download:

1. Search for the HP ePrint Enterprise for Good app.

2. Tap **Install**.

Figure 2-45 HP ePrint Enterprise for Good, download

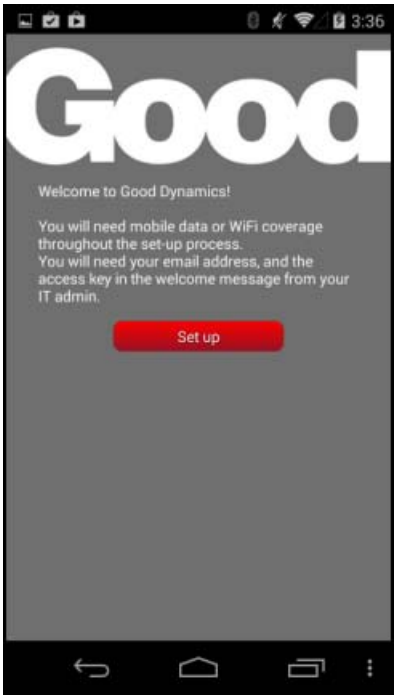
2.6.2 HP ePrint Enterprise for Good client usage flow

The first time **HP ePrint Enterprise for Good** is launched, you must complete the Good authentication flow. To deliver print jobs using **HP ePrint Enterprise for Good**, complete the following steps:

1. Open **HP ePrint Enterprise for Good** client.

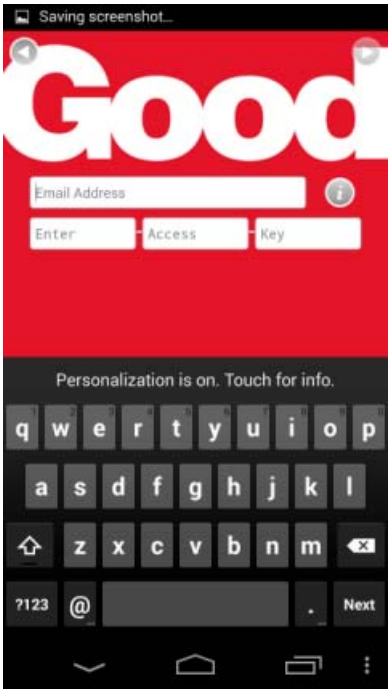
2. Click **Set up**.

Figure 2-46 Good authentication, Set up



3. Enter your email address and access key (generated by the administrator) to gain access to the app. Each access key can be used only once.

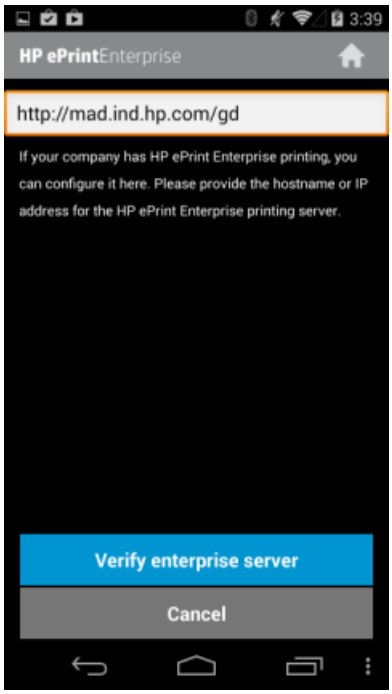
Figure 2-47 Good authentication credentials



After successfully authenticating, HP ePrint Enterprise Good will launch, starting enterprise authentication.

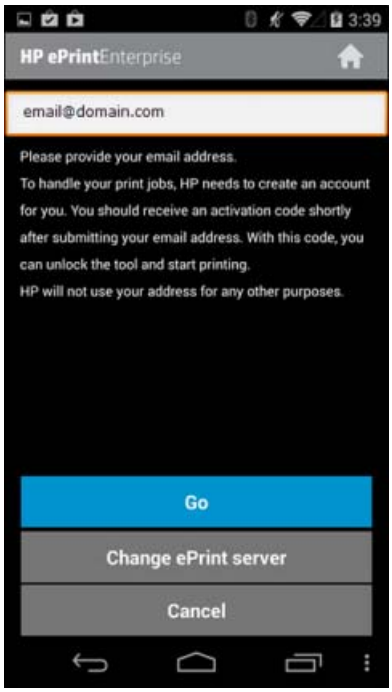
If the administrator has configured the Activation token during Good Dynamics configuration (this token must be the same as the token configured in the Good Policies section in HP ePrint Enterprise server administration console), authentication is automatic. Otherwise, you must complete the following steps:

a. Enter HP ePrint Enterprise server URL, and tap **Verify enterprise server**.



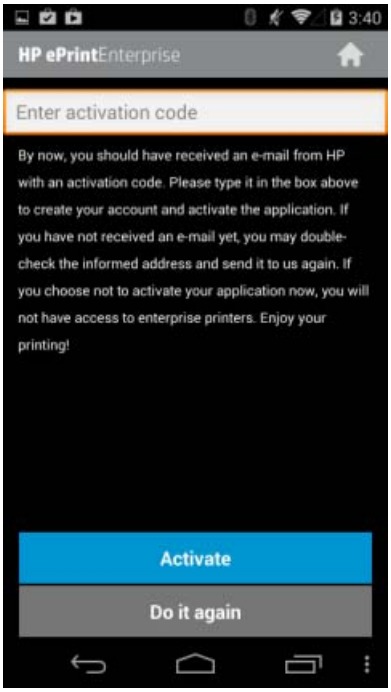
b. Enter your email address (This field auto-populates with the email address used to authenticate into Good), and then click **Go**.

Figure 2-48 Create account screen



c. Enter the activation code sent to your email, and click **Activate**.

Figure 2-49 HP ePrint authentication



d. From the available plugins, select the file to print.

e. Click **Enterprise** and select a printer from the list of secure printers, or use a keyword search to find a printer.

f. Click **Upload**.

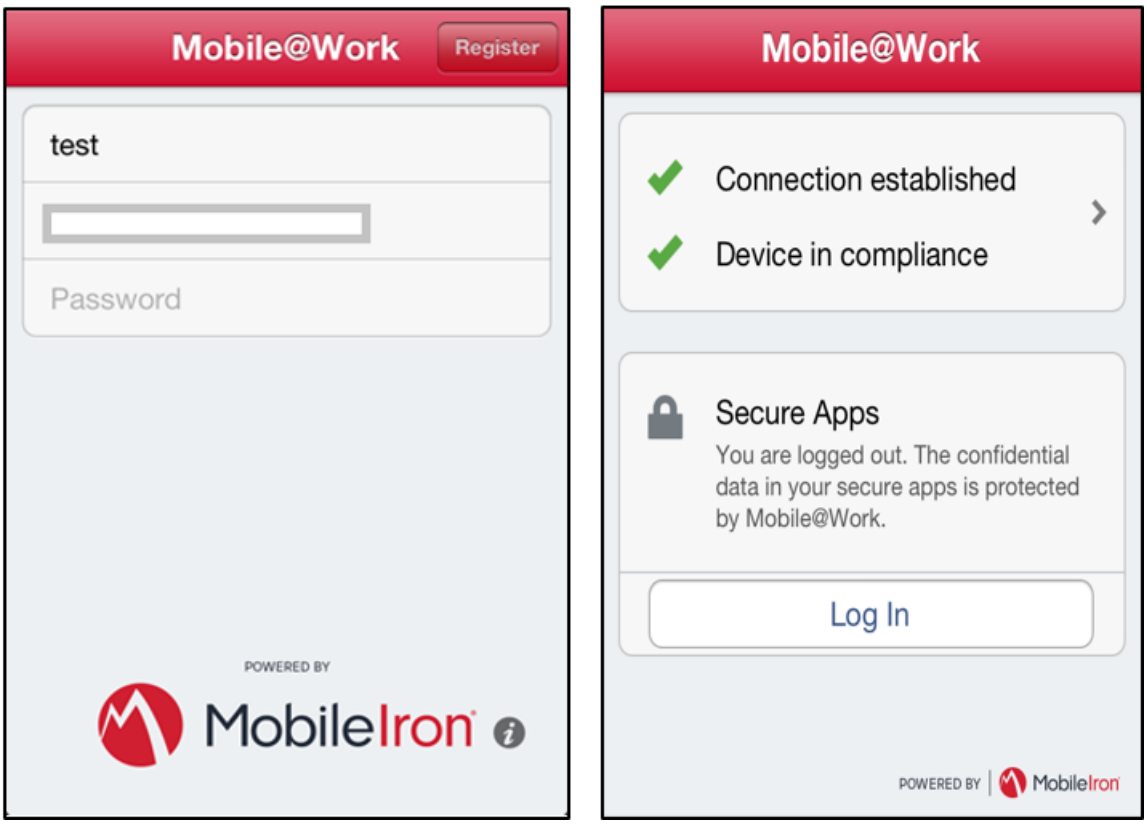
g. For **Terms of use**, click **Accept**.

2.7 HP ePrint Enterprise for MobileIron client installation and usage flow

Authentication flow begins the first time you open HP ePrint Enterprise for MobileIron. User email and access key, generated by the administrator, must be informed for the user to gain access to the app. Each access key can be used just once.

Initial authentication screens for MobileIron:

Figure 2-50 MobileIron authentication screens



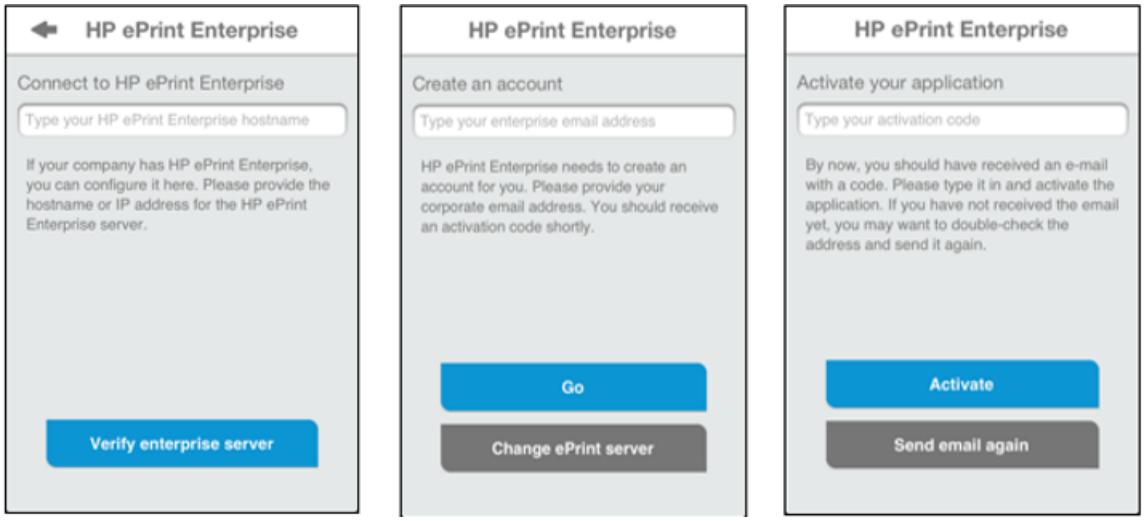
2.7.1 Activation process for HP ePrint Enterprise server

After MobileIron authentication flow completes, HP ePrint Enterprise will launch, and the enterprise authentication will start. If the administrator configured the fast enrollment feature, this authentication is automatic. Otherwise, complete the following steps to authenticate:

1. Enter the HP ePrint Enterprise server URL, and press **Verify enterprise server**. A popup may display if the connection is not trusted. Select **Trust** to continue the authentication process, or **Cancel** to go back.
2. Enter user email address. This field will auto-populate the email address used for MobileIron authentication.

3. An activation code is sent to user email. User must click the link in the email from mobile phone email client, or enter the code in the app to continue.

Figure 2-51 HP ePrint Enterprise authentication flow



2.7.2 Service selection screen

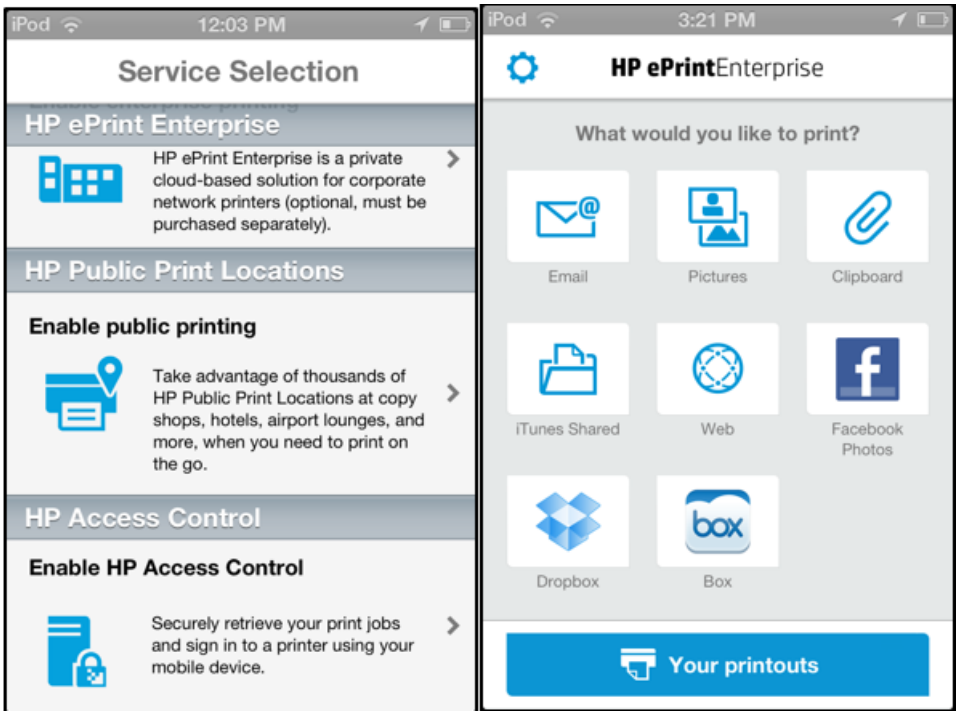
The Service selection screen can be accessed from the dashboard by tapping the gear icon on the top left of the screen. When the Settings screen is complete, you can view the following settings from the dashboard:

- **Enable enterprise printing**

IMPORTANT: A warning message “Your information might be at risk” may appear if the connection is not trusted (HTTP protocol or Self-signed certificates).

- **Enable public printing**
- **Enable HP Access Control**

Figure 2-52 Setting screens



2.7.3 Sources of printable content (plugins)

Plugins are the source of content from which you can choose files to print. Most plugins allow for the selection of many files, such as email, Facebook, Dropbox. and pictures. After a file or image is selected from a plugin, you are presented with the printer selection screen.

2.7.3.1 Email

The email plugin allows the user to connect to any POP3 or IMAP account to print the email body or its attachments.

2.7.3.2 Pictures

The pictures plugin allows the user to access pictures from the device's library, or to take a new picture by tapping the camera icon. The user can select up to 50 pictures. Photos can be printed in low, medium, or high quality. The quality selected will affect the quality and size of the images.

2.7.3.3 Clipboard

The clipboard plugin shows all content that was copied with the iOS **copy** operation. Content can be copied from any other mail app, browser, or other app that supports **copy**.

2.7.3.4 iTunes Shared

The iTunes Shared plugin allows the user to open files shared from inside the iTunes software for Windows or OS X. The user has to drag files into the File Sharing section inside iTunes so they will be visible within the app. More information pertaining to iTunes can be found in iTunes help.

2.7.3.5 Web

The Web plugin allows the user to print pages from the Internet or in the intranet the device is connected to. The page is rendered into a PDF file.

2.7.3.6 Facebook photos

The Facebook plugin allows the user to log in to his/her Facebook account and view all stored albums and photos. The user can preview the images and select up to 50 images for printing.

2.7.3.7 Dropbox

The Dropbox plugin allows the user to login into his/her Dropbox account and view all stored folders and files. Any file can be uploaded for printing as long as the printer or public printing provider support them.

2.7.3.8 Open in

The user can open any file from other apps supporting the native iOS **Open In** feature. If the administrator disallows the **Open In** policy in the MobileIron Admin Portal, this feature will not be available inside the app.

2.7.4 Selecting print location

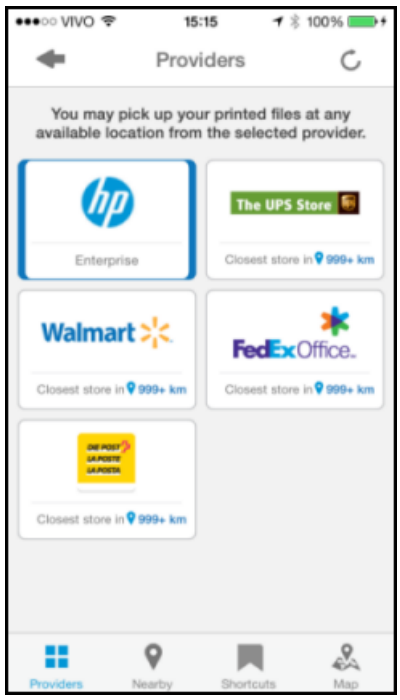
After content is selected, the print selection screen displays four tabs: Providers, Nearby, Shortcuts, and Map.

2.7.4.1 Providers

If the user has authenticated to public printing, public providers that support 'directory printing' will display. Directory printing is when the files are uploaded to the provider and can be printed and recovered at any printer of this provider.

If the user has authenticated to an enterprise server, the 'Enterprise' tile will display. Tap this tile to display a list of secure enterprise printers. The user can also search for keywords; the search results will contain a list of all secure and non-secure printers matching the keywords.

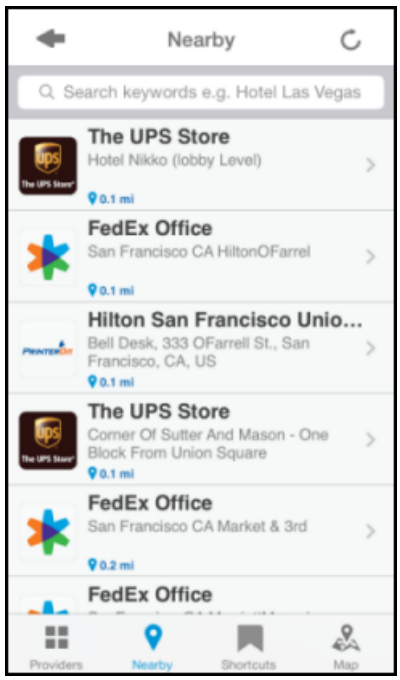
Figure 2-53 Providers screen



2.7.4.2 Nearby

Nearby shows a list of printers ordered by distance. In this view, all printers will be shown - public locations and enterprise printers (if properly authenticated).

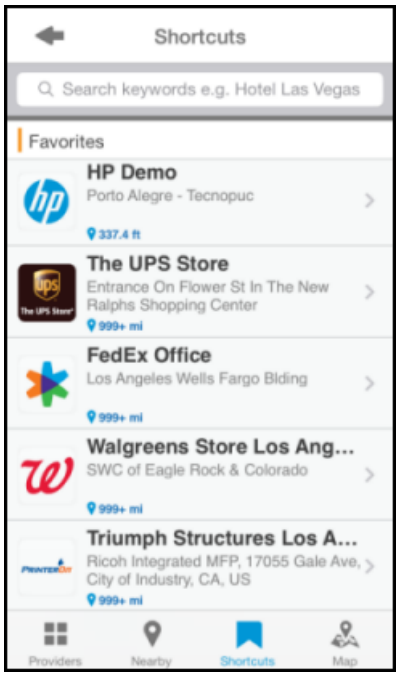
Figure 2-54 Nearby screens



2.7.4.3 Shortcuts

Shortcuts are a list of favorite and last used printers.

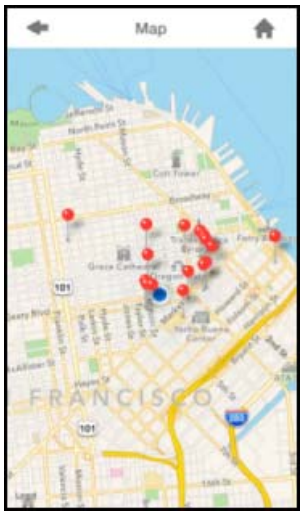
Figure 2-55 Shortcuts screen



2.7.4.4 Map

The Map shows a list of all nearby printers represented with pins on the map.

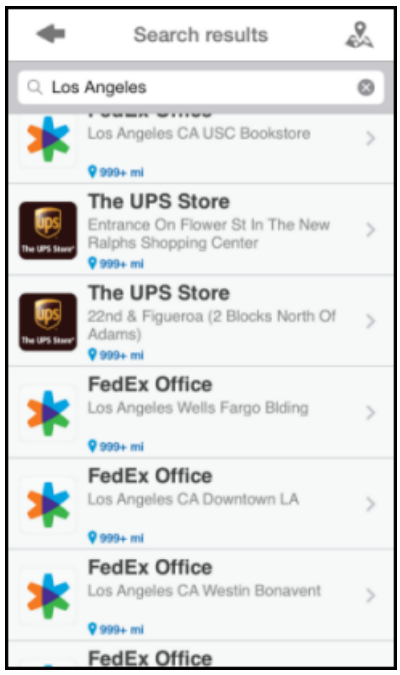
Figure 2-56 Map screen



2.7.4.5 Search

By tapping the search bar present on the nearby tab or shortcuts tab, the user is able to search for printers with keyword. Any public or enterprise printer found on the servers with the informed keywords will be shown on a list.

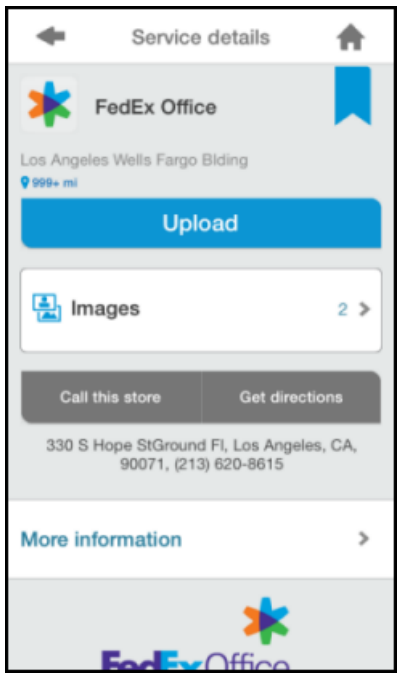
Figure 2-57 Search screen



2.7.5 Print job submission

After selecting a printer (either public or enterprise), the app goes to print job submission, also called **Service details** screen. This screen shows all available details about the printer, including: if files are supported, contact information, address, working hours, and more. To send selected files to the printer or public provider, tap **Upload**.

Figure 2-58 Service details



Reasons why a specific partner may not support a file:

- File type is not supported (e.g. Walmart supports only image files, not documents or PDFs)
- File size is too large
- Too many files (exceeds number of files quota)
- Total job size (in MB) is bigger than partner limit.

If the job is not accepted for any of the above reasons, tap the line summary of the files, and select/deselect files to print.

If labeled **Selected files are not supported** or **Some selected files are not supported**, some of the selected files are not supported by the selected printer. In this case, those files are automatically left unselected since there's no meaning uploading them. At least one supported file must be selected to create a print job.

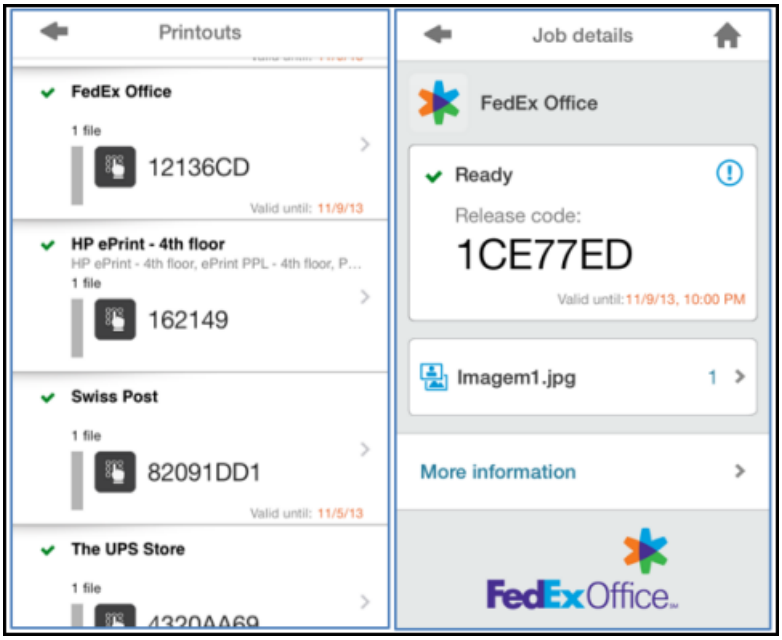
Finally, if the warning message Your information might be at risk appears, the connection is not trusted (HTTP protocol or Self-signed certificates), and may put your information at risk.

2.7.6 Your printouts

By tapping **Your printouts** (on the dashboard of the app) the job history screen opens. Job history always shows the current status of all print jobs. Jobs may be in the following states:

- **Uploading content** — There will be a progress bar to indicate the amount of transferred data.
- **Processing** — The server is processing the print job (rendering, sending to partner, sending to printer)
- **Done** — The print job is ready to be retrieved by the user. According to the printer/service configuration, the user must use one of the following release methods to retrieve the printouts:
  - **Auto-release** – Documents print immediately, without user intervention.
  - **Release code / promo code** — User must enter the release code to get the print job.
  - **User credentials** — Login/password not recognized by backend will be required.
  - **Manual release** — Service representative must be contacted.
  - **Information about release**
  - **Combined credentials** — Email and release code recognized by backend.
- **Aborted** — There was an error while submitting or processing the print job. Unfortunately, in this version of the application, there is no retry for the job.
- **Cancelled** — User canceled the print job.

The Job details screen displays by tapping a particular job in the job history. Job details show more information about the job, such as: submitted files and printer details.



2.8 HP ePrint Software client installation and usage flow

The HP ePrint Software makes it easy to print from a desktop or laptop computer to any HP ePrint-capable product. After installing the driver, you can print any file from within your application by selecting **HP ePrint** from the installed printers list. This single driver makes it easy to find HP ePrint-enabled products.

2.8.1 Installing HP ePrint software

To install HP ePrint software, complete the following steps:

1. Download the HP ePrint software from http://www.hp.com/go/eprintmobiledriver
2. Launch the installer for Mac (mpkg file) or Windows (setup.exe). A wizard guides you through the install steps.

2.8.2 Enabling the Enterprise icon on the HP ePrint software screen

After installing HP ePrint software, you will not see the **Enterprise** icon in the left pane.

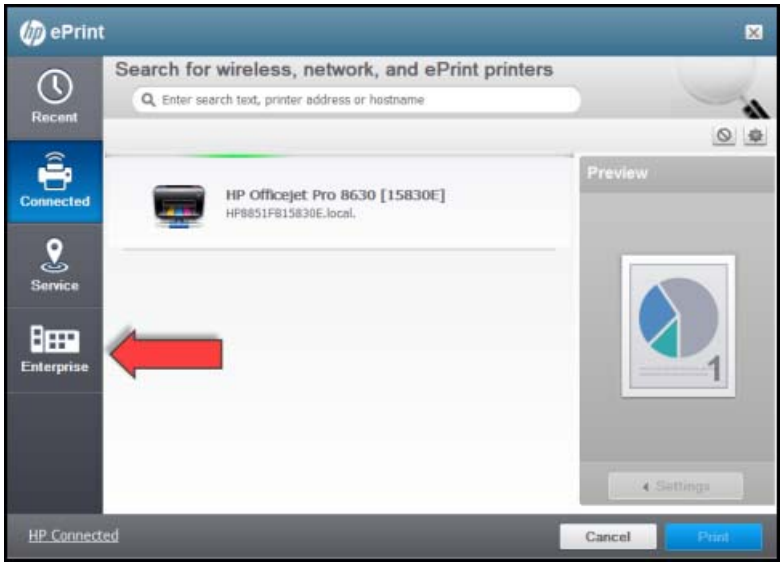
Figure 2-59 HP ePrint main screen without Enterprise icon

To enable the Enterprise icon, add a STRING key named `SDKProviderGroups` with the value `hpbjeXPSEnterprise.xml` inside

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers\HPePrint\PrinterDriverData registry key.

After registering the entry, the **Enterprise** icon displays in the left pane of the **ePrint** screen:

Figure 2-60 HP ePrint main screen with Enterprise icon



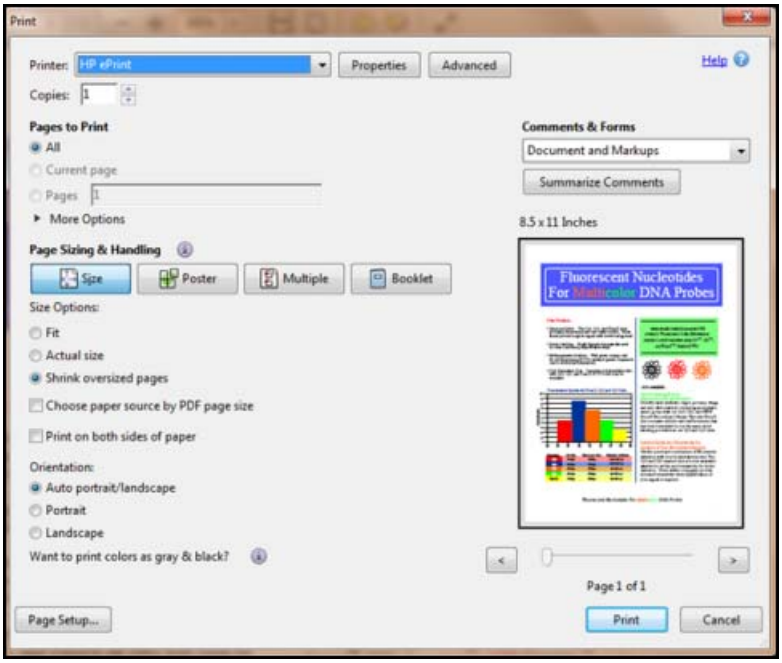
2.8.3 Usage flow

After installing HP ePrint software and enabling the ePrint Enterprise icon, you can print any file from within your application using the following steps:

1. From within your application, select the file that you want to print.

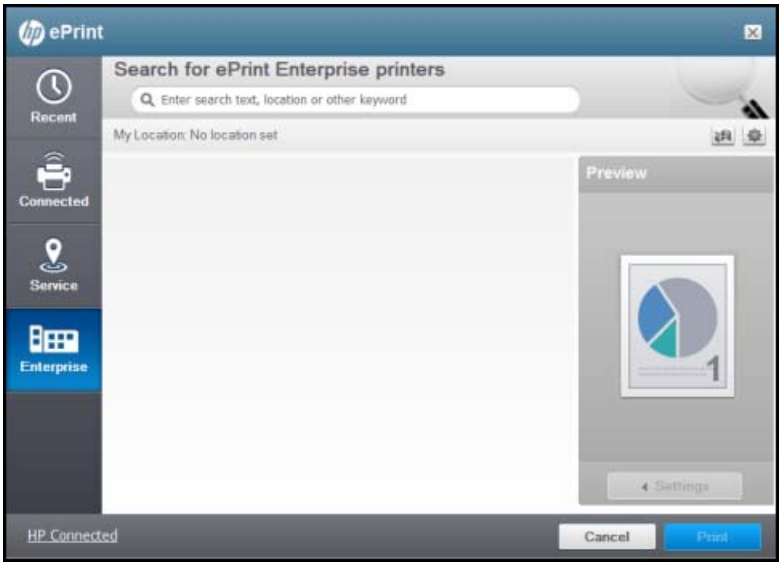
2. Select **HP ePrint** from the installed printers list, and then click **Print**.

Figure 2-61 Select file and printer



3. In the **ePrint** window, click **Enterprise**.

Figure 2-62 Select Enterprise screen

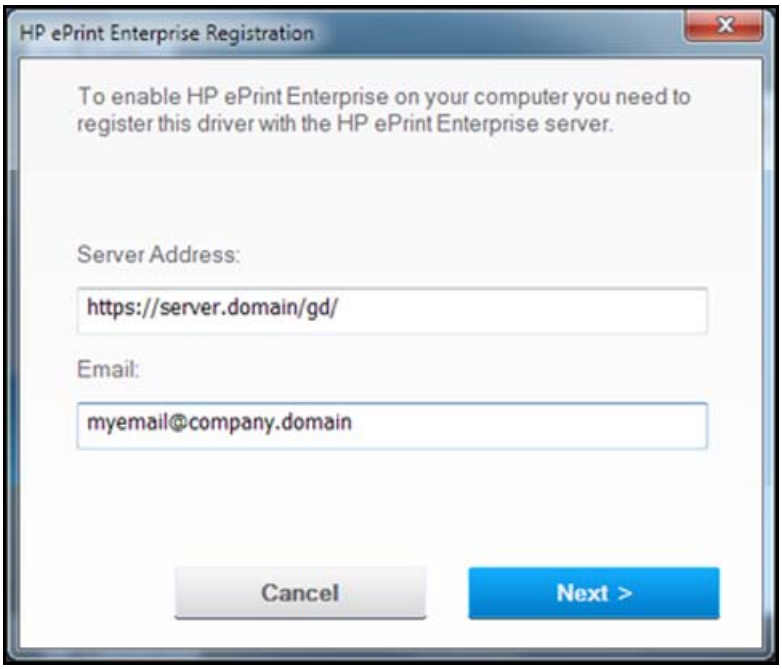


4. In **Preferences** screen, click **HP ePrint Enterprise Registration**.

Figure 2-63 HP ePrint registration screen

5. Enter the ePrint Enterprise Server address that you want to use, and an Email address that is allowed in the HP ePrint Enterprise installation, and then click **Next**.

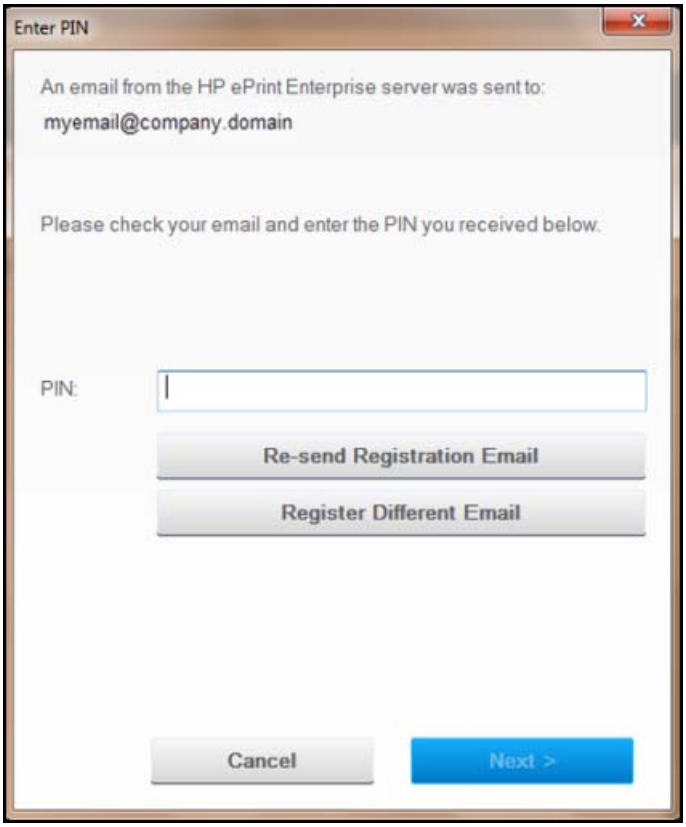
Figure 2-64 Register driver screen



The HP ePrint Enterprise server sends an email with the activation PIN to confirm the account required to activate the client in HP ePrint Enterprise.

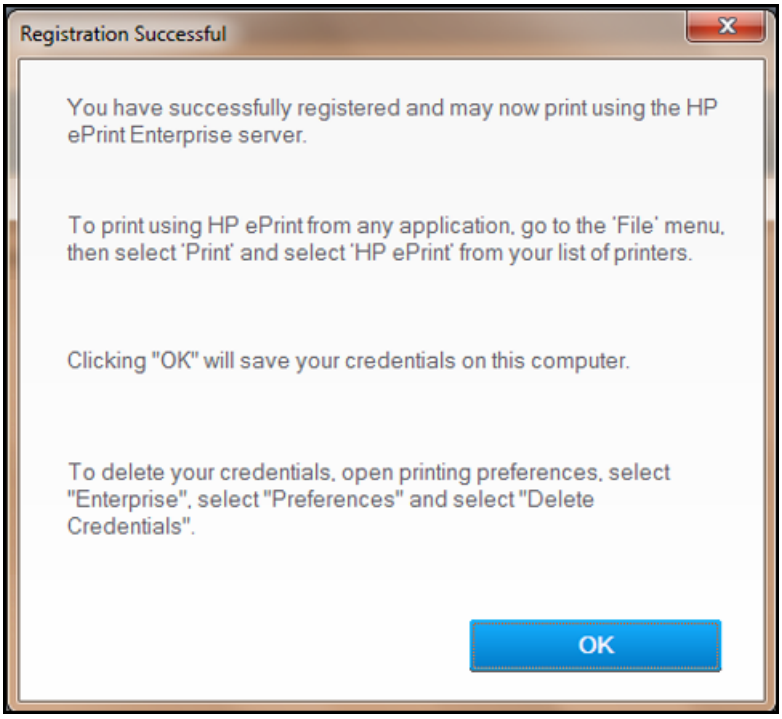
6. In the **PIN** field, enter the activation PIN, and then click **Next**.

Figure 2-65 Activate registration screen



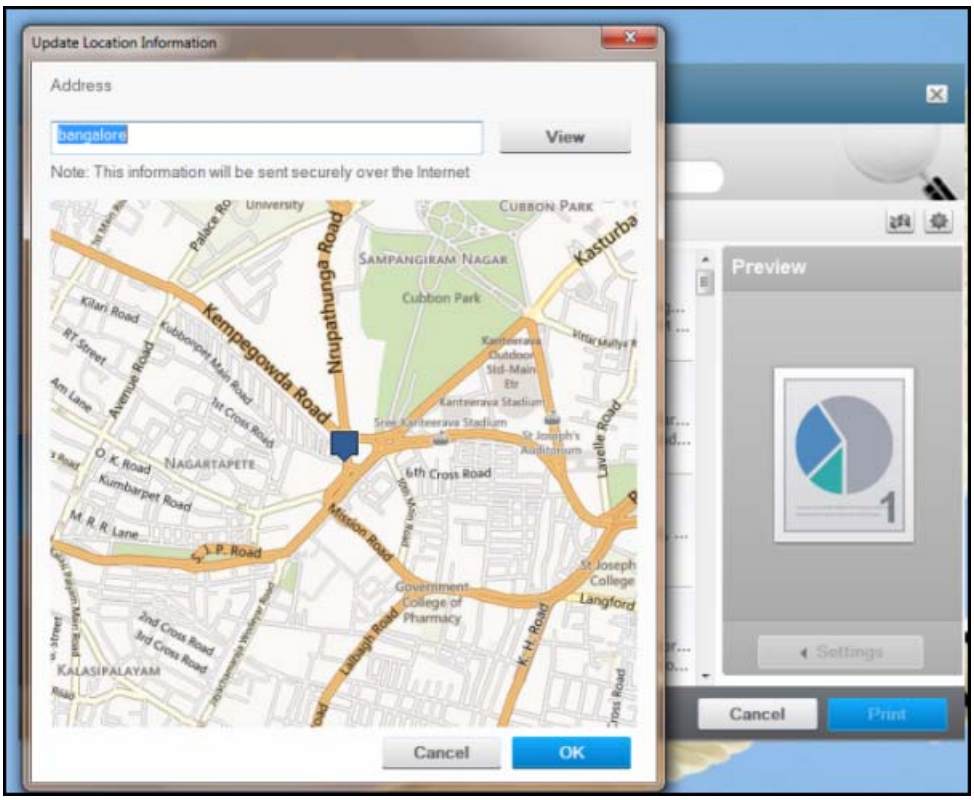
7. In the **Registration Successful** screen, click **OK**.

Figure 2-66 Registration Successful screen



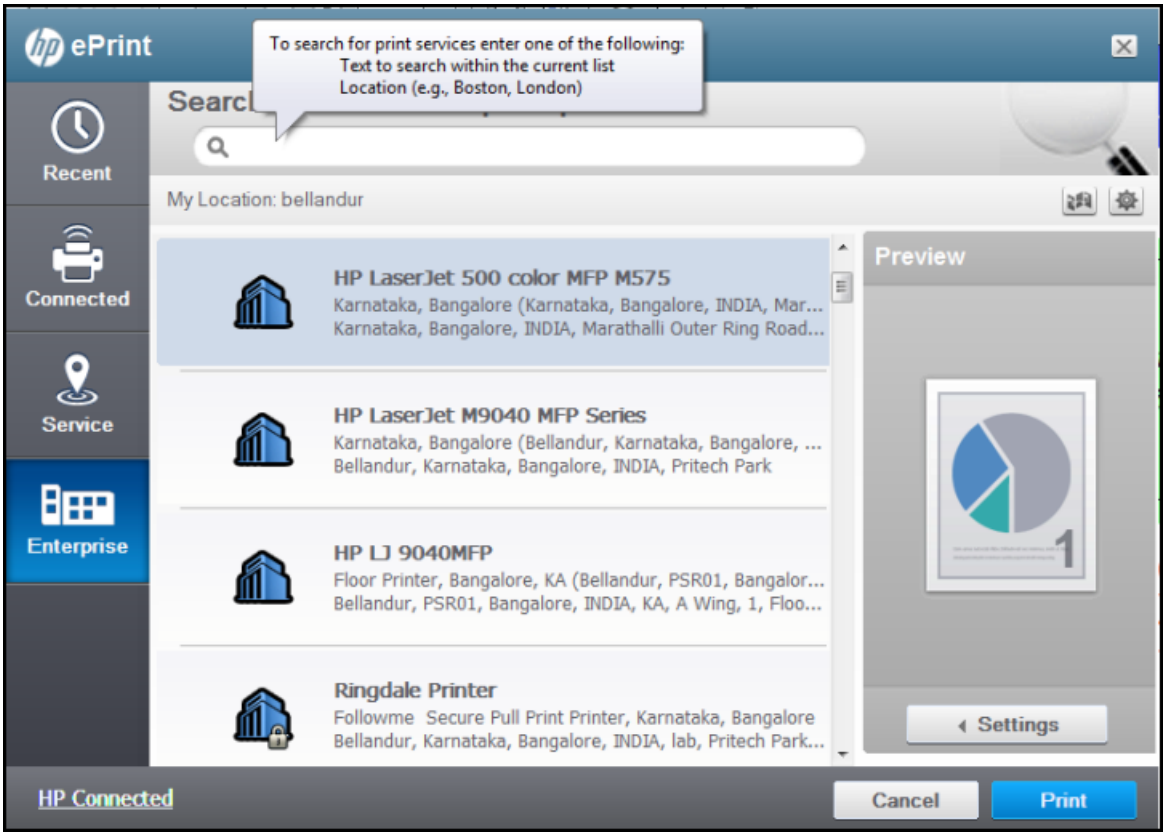
8. Select the location flag, assign your location, and then click **OK**.

Figure 2-67 Update Location screen



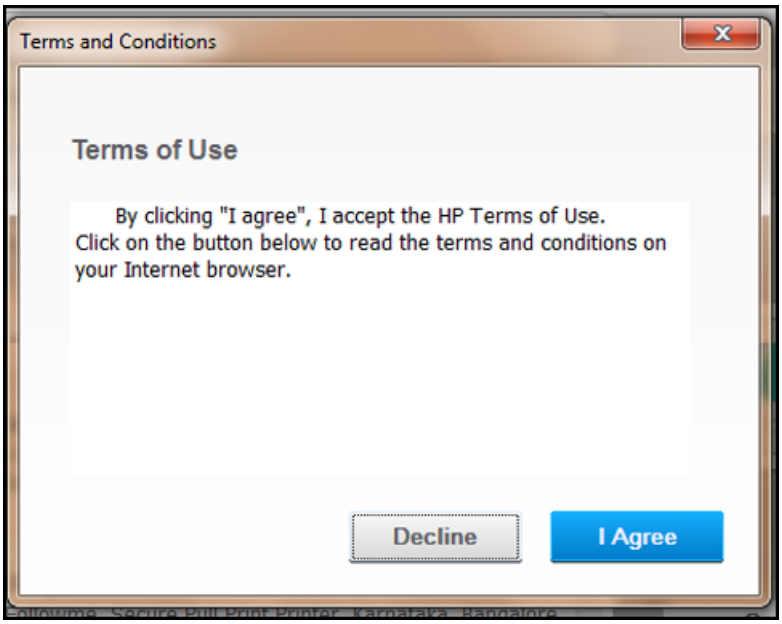
9. When the authentication process is complete, you can view the printers available in your enterprise. Select the printer to which you want to print, or search for other Enterprise printers using keyword search, and then click **Print**.

Figure 2-68 Select printer screen



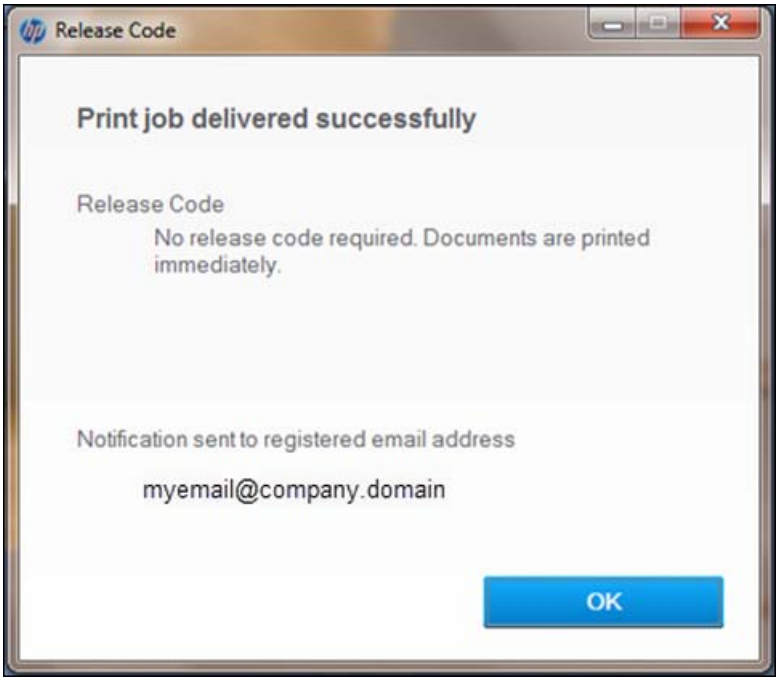
10. In **Terms and Conditions**, click **I Agree**.

Figure 2-69 Accept agreement screen



11. In the **Release Code** window, click **OK**.

Figure 2-70 Successful print notification



The print job is delivered successfully.

NOTE: HP ePrint software will not work when ePrint Enterprise Server is installed with enhanced security profile https://<installation host>/cloudprintadmin/. If this is the case, manually export the certificate from the machine where you installed HP ePrint Enterprise Server, and import to the system where you installed HP ePrint software under “Trusted Root Certification Authority”.

3 Appendix A — Setting custom IT policies

To configure the HP ePrint Enterprise application installed on BlackBerry mobile devices to search and print jobs at the right server address, the administrator needs to set two custom policies. These custom policies are equivalent to system variables, and if not set correctly, the Print button application will not know how to search for printers or print.

- **CloudPrintServerAddress** – will inform client of the ePrint Enterprise server hostname:

  Sample value: http://eprintserver.mycompany.com/

- **CloudPrintJobSubmitAccount** -- will inform client of the email account to forward the content to – it must indicate the fully qualified hostname of ePrint server:

  Sample value: cpaccount@eprintserver.mycompany.com

- **ePrintServerAddress** - same as CloudPrintServerAddress
- **ePrintJobSubmitAccount** - same as CloudPrintJobSubmitAccount
- **ePrintAllowPublic** – will enable or disable public printing from the BlackBerry client.

  Accepts input in the form **Yes/No**.

- **ePrintAllowHome** – will enable or disable home printing from the BlackBerry client (home printing is not yet available).

  Accepts input in the form of **Yes/No**.

To set custom policies in BES 4.1, complete the following steps:

1. Open the BlackBerry Administrator Console
2. Edit the properties for the BlackBerry Domain

3. Click **IT policies "..."** button to edit them.

Figure 3-1 Setting a BES 4.1 IT policy

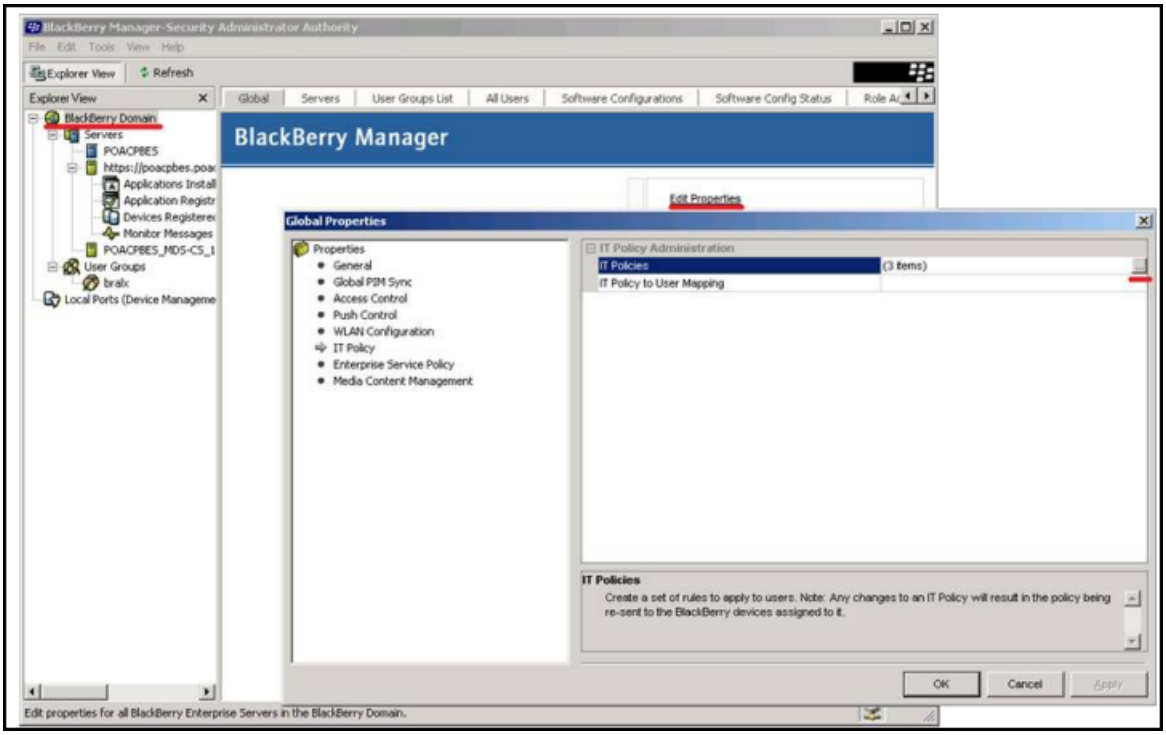
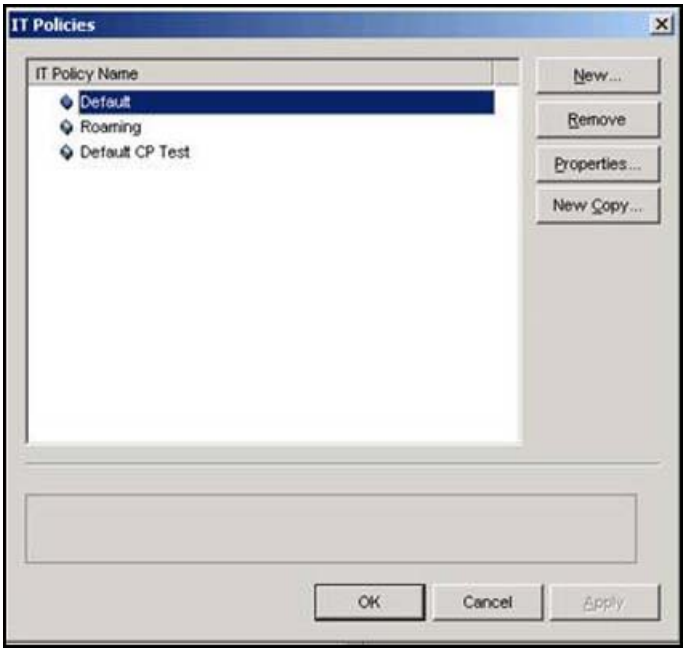


Figure 3-2 IT policies

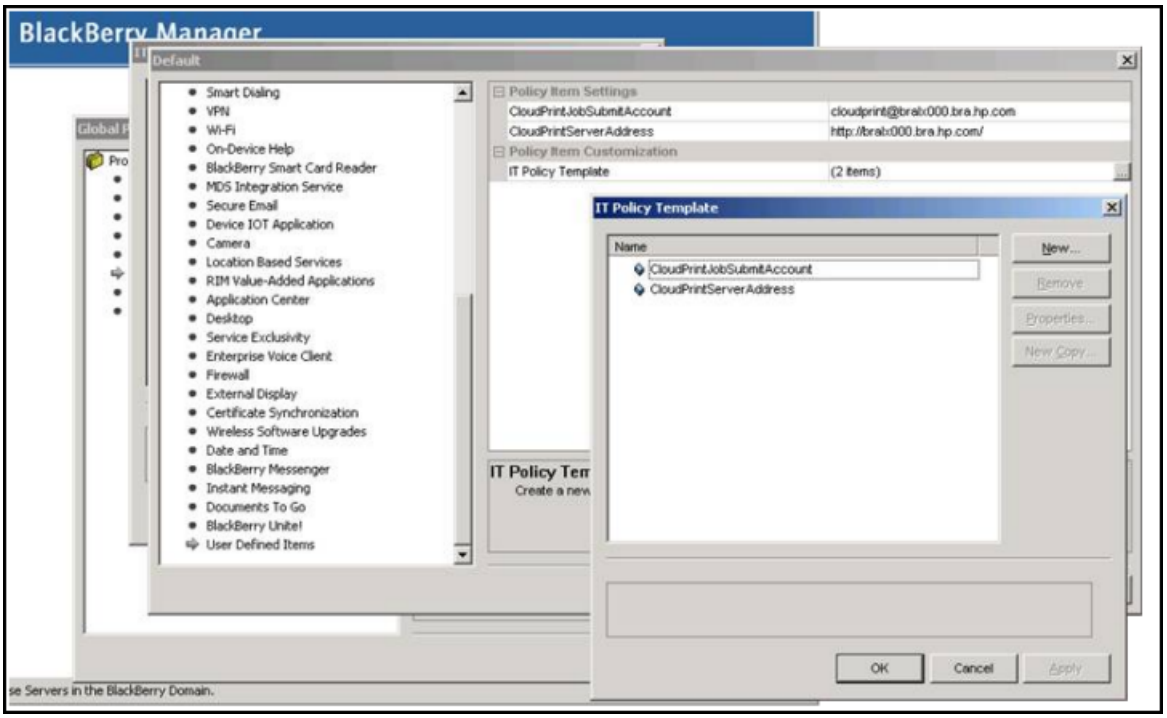


4. Click **Properties** button for each IT policy you have ePrint users associated with.

5. Go to User Defined Items and create two templates as String:

   CloudPrintJobSubmitAccount and **CloudPrintServerAddress**.

   Figure 3-3 Create IT policy template in BES 4.1

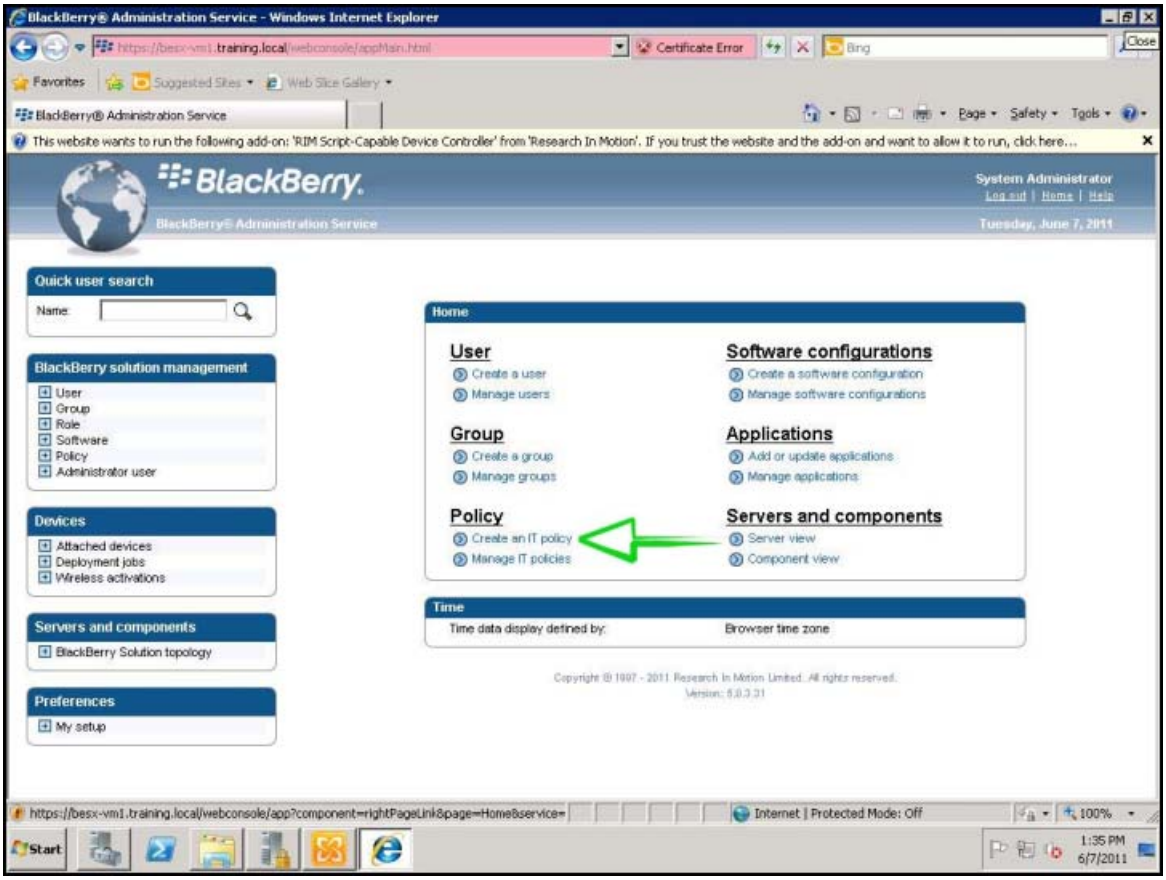


6. After creating the templates (this only needs to be done once for all IT policies), you can set values for the ePrint Server Web address and email. These settings need to be set in each individual IT policy you want to have ePrint users.

To set custom policies in BES 5.0, complete the following steps:

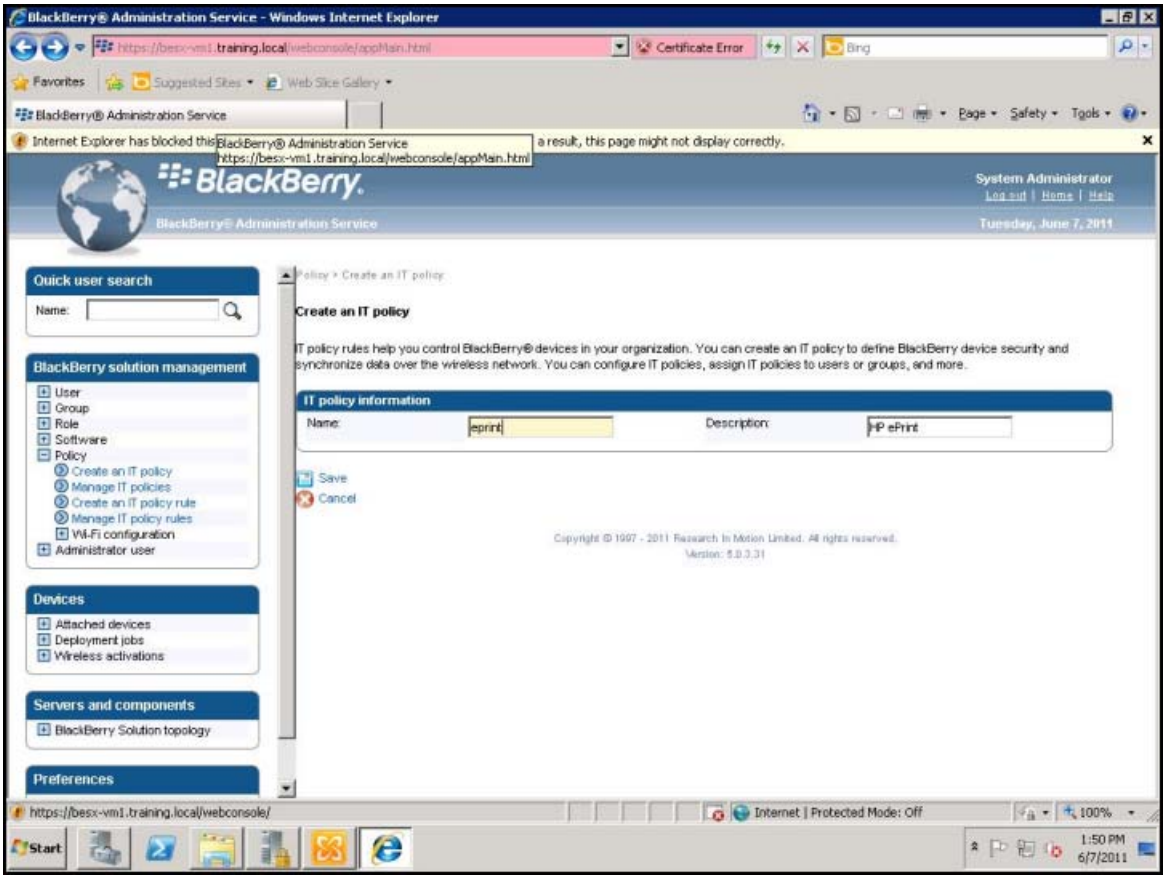
1. On the home screen of BAS (application that interfaces with BES through the web), under **Policy**, select **Create Policy**.

Figure 3-4 Setting BES 5.0 IT policy



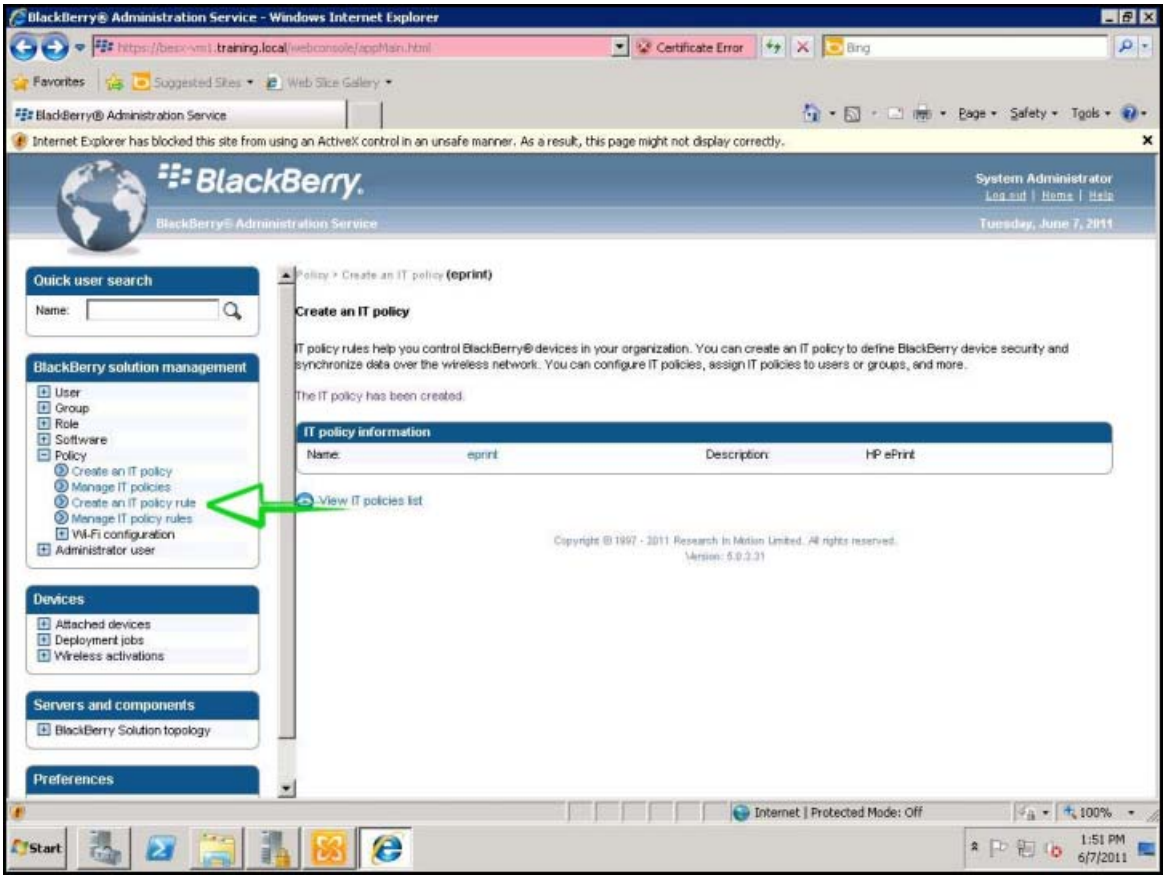
2. Enter **Name** and **Description** information.

Figure 3-5 Name and Description information



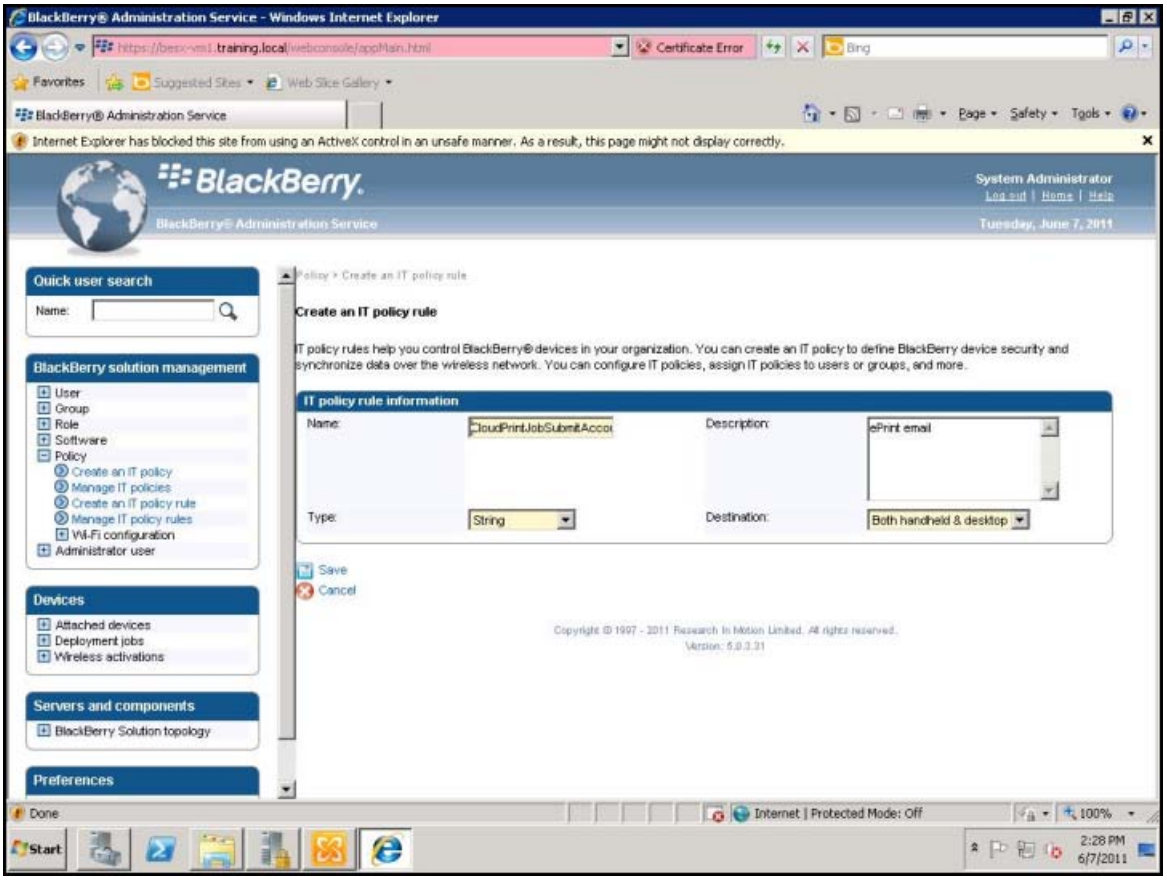
3. Under **BlackBerry solution management**, select **Create an IT Policy Rule**.

Figure 3-6 Create IT policy rule



4. Create two IT policy rules: one for **CloudPrintJobSubmitAccount** and one for **CloudPrintServerAddress**.

Figure 3-7 Create two IT policy rules



a. CloudPrintJobSubmitAccount:

Name – CloudPrintJobSubmitAccount

Description – ePrint Enterprise email submission account

Type – String

Destination – Handheld

b. CloudPrintServerAddress:

Name – CloudPrintServerAddress

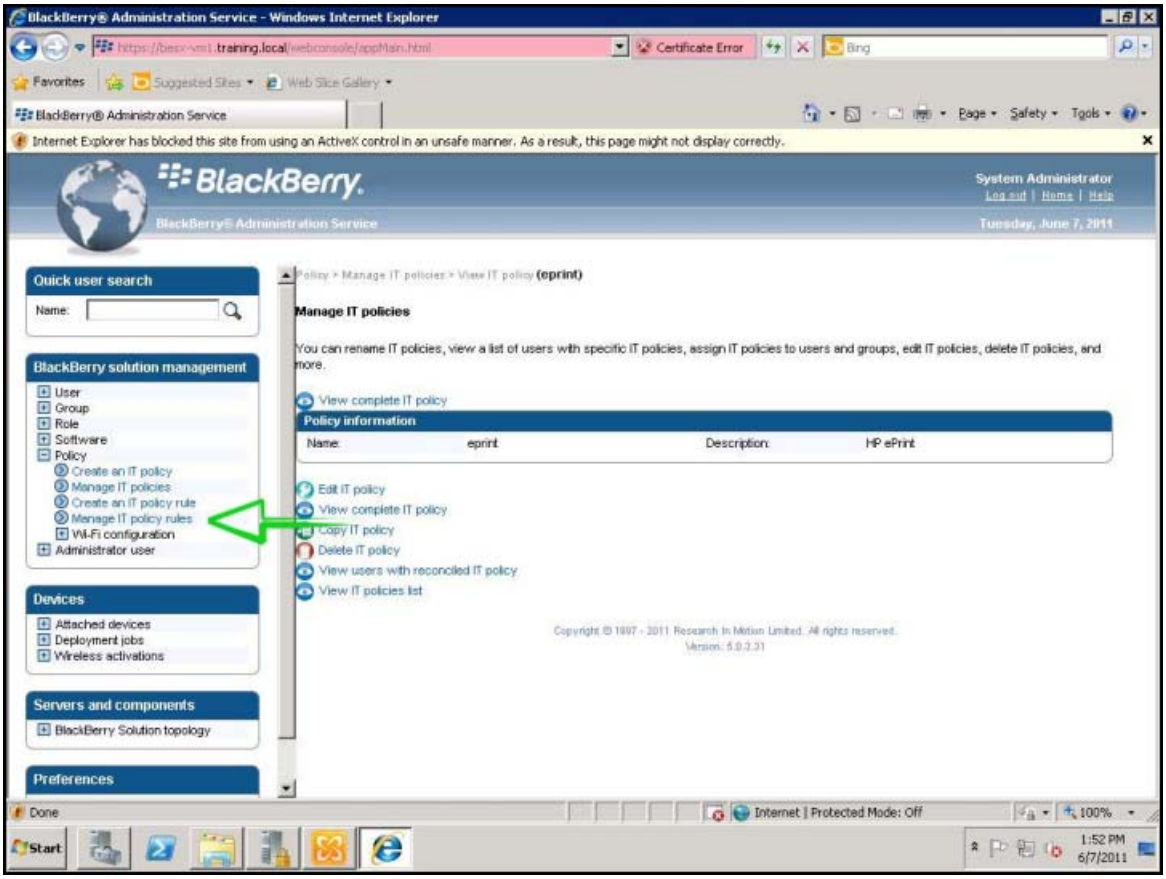
Description – FQDN of ePrint Enterprise

Type – String

Destination – Handheld

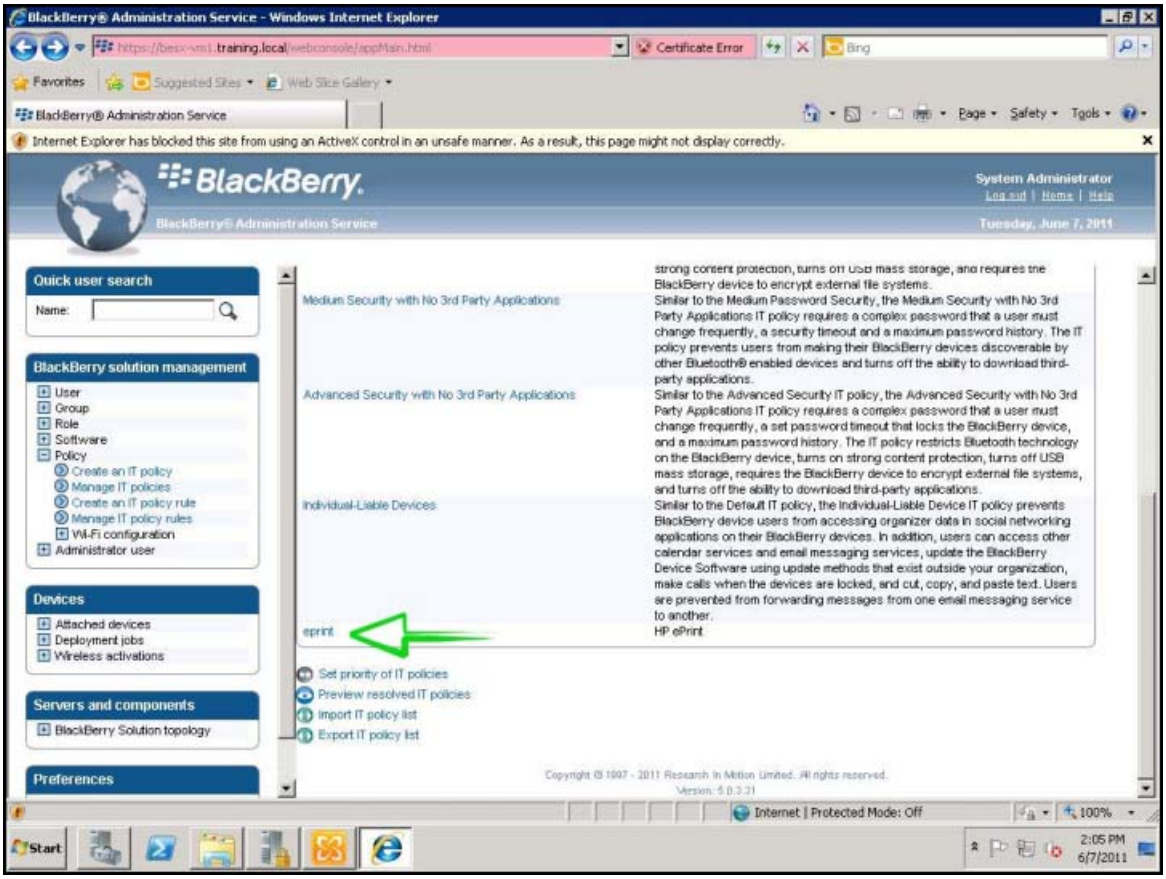
5. Select **Manage IT policies**.

Figure 3-8 Manage IT policies



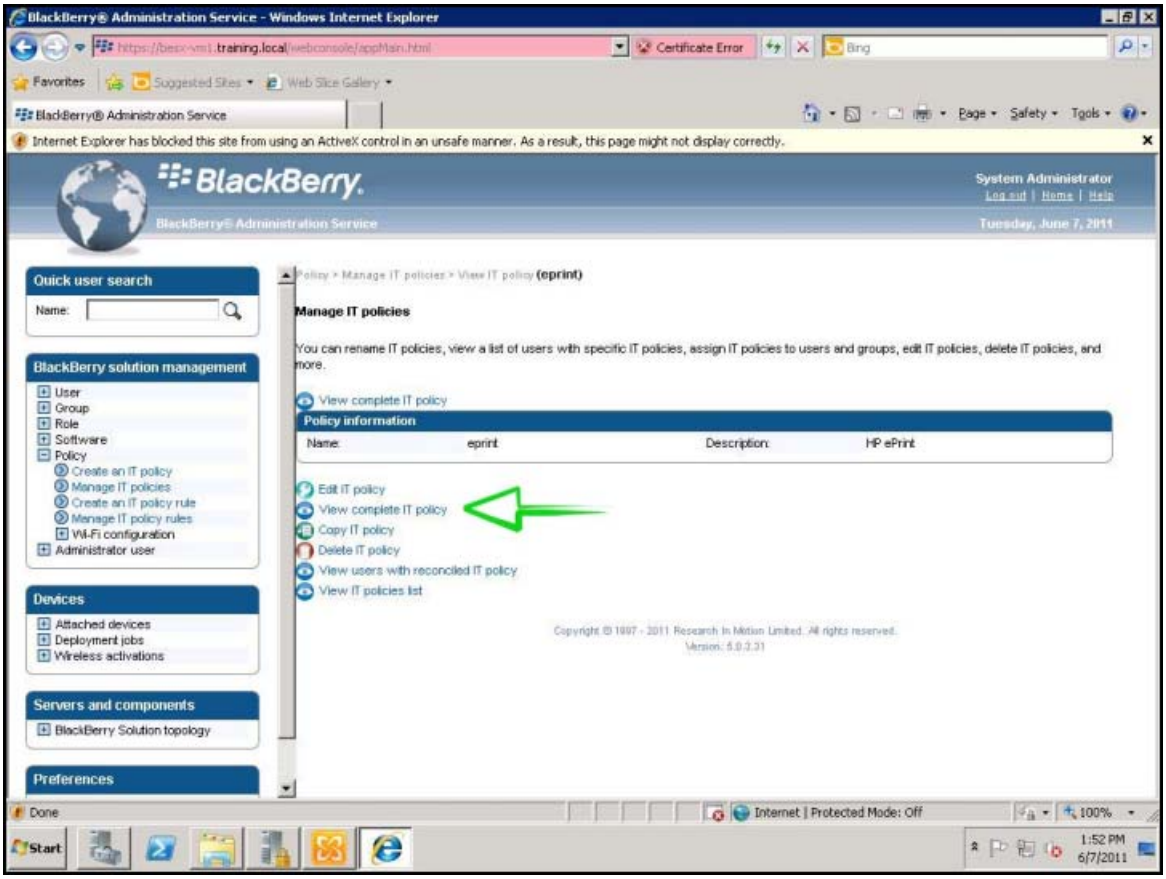
6. Once the screen refreshes, scroll down the list of policies to **ePrint Enterprise?** and select the **ePrint** link.

Figure 3-9 Manage IT policy rules



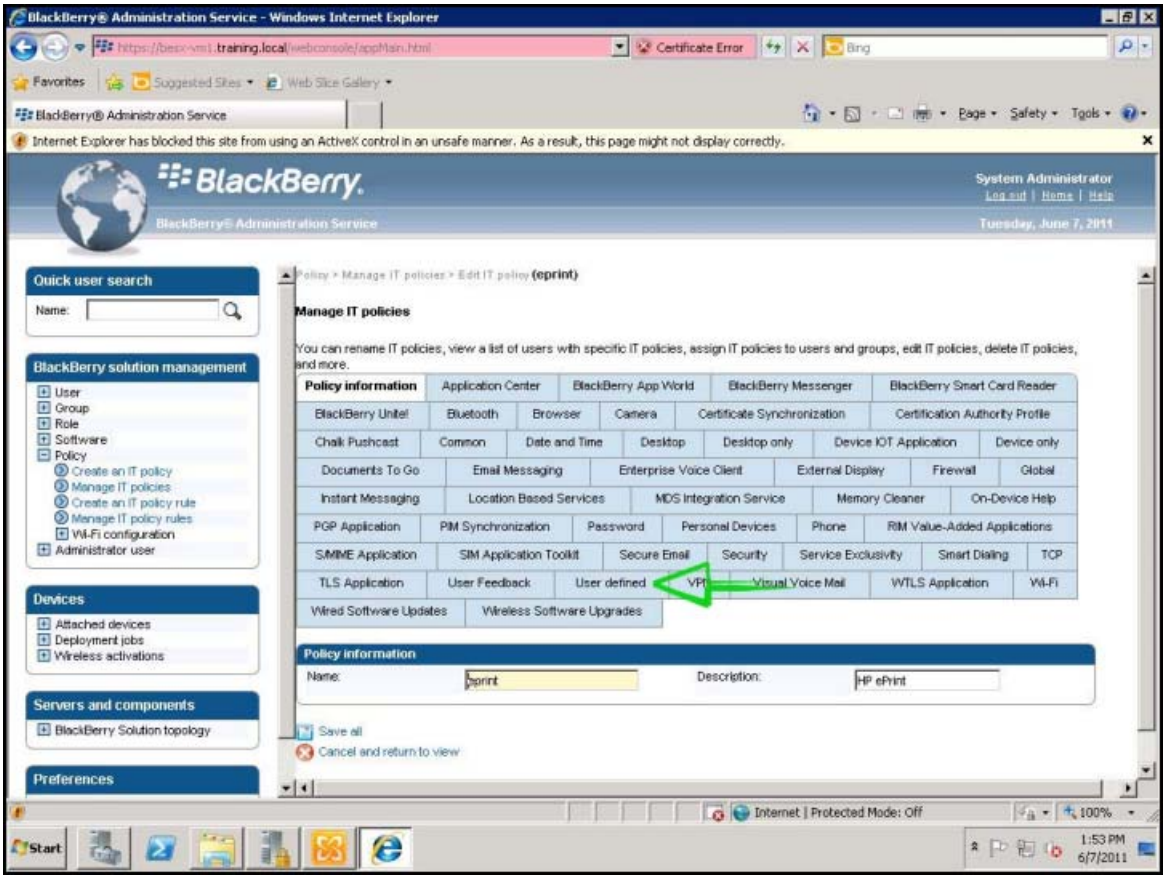
7. Select **View complete IT policy**.

Figure 3-10 Manage IT policies, View complete IT policy



8. Click **User defined**.

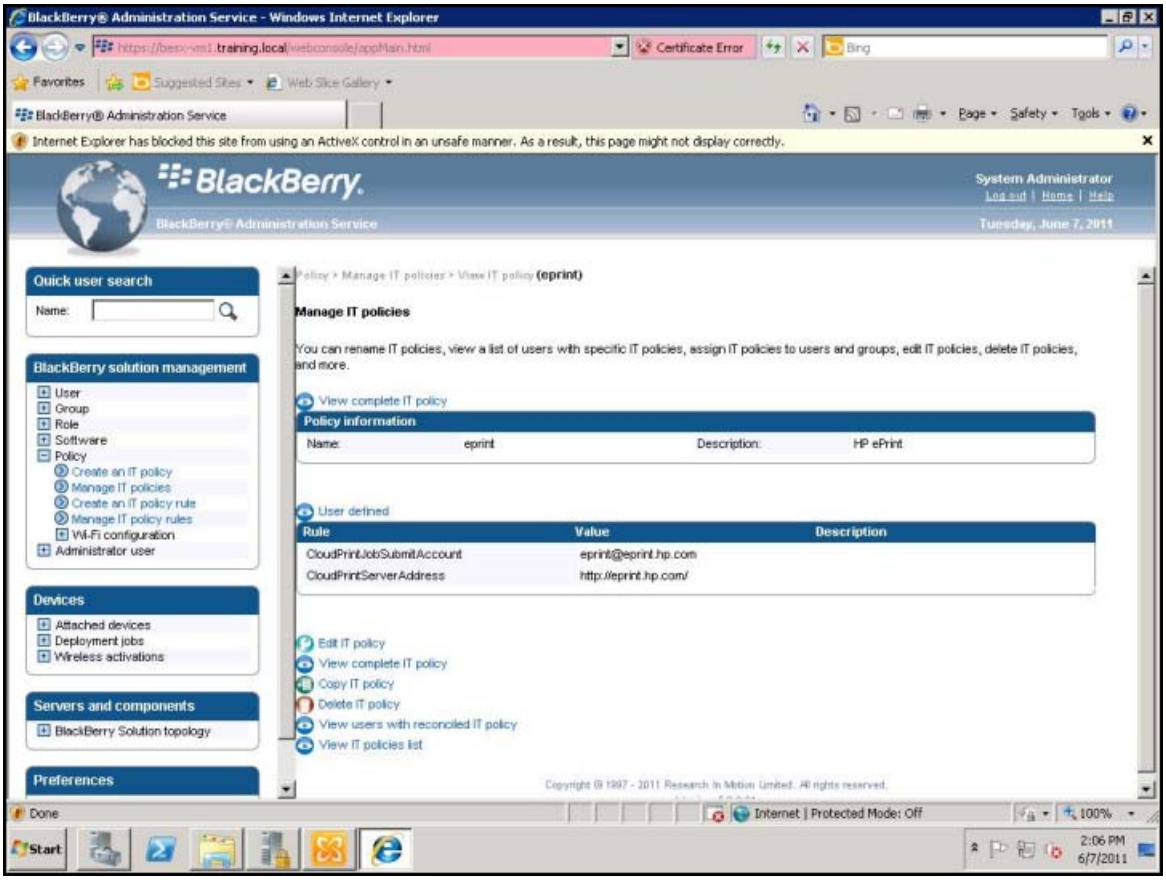
Figure 3-11 Manage IT policies, User defined



9. After the page refreshes, select **Edit IT Policy** to continue.

10. Enter values for the two custom IT policies.

Figure 3-12 Enter Values for ePrint IT Policy



a. **CloudPrintJobSubmitAccount**: The email address that will be used for user notifications on ePrint Enterprise. Can be a made-up email address like ePrint@FQDN.

b. **CloudPrintServerAddress**: The location of the ePrint Enterprise server in the format of http://FQDN/ or http://FQDN:<port>/ if IIS port is different from 80.

11. After entering the values for the two IT policy rules, scroll down and select **Save All**.

12. The BES Admin can now apply this custom IT policy to the users/groups that will be using HP ePrint.

4 Appendix B — Good dynamics configuration

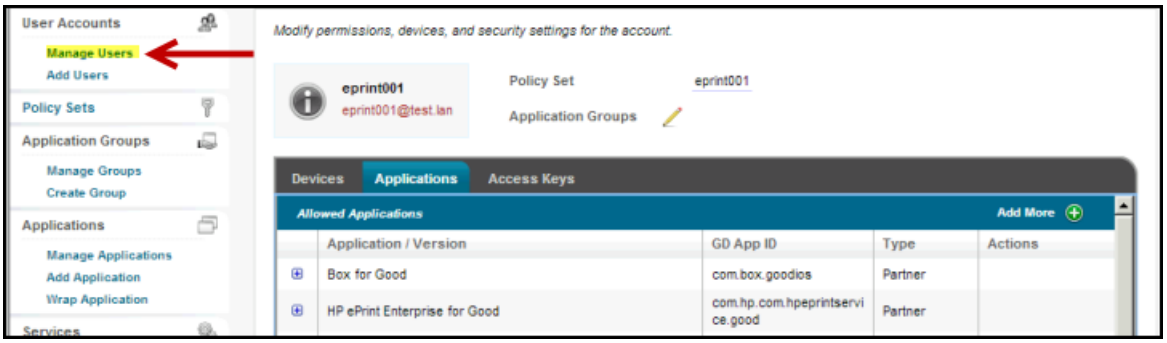
For HP ePrint Enterprise for Good to be available for use inside a Good Control installation, the administrator must first add the application (app name inside Good Control console) to a user, generate access keys, and configure user's policies.

4.1 Adding Application to a user

To add HP ePrint Enterprise for Good to a user inside the Good Control console, complete the following steps:

1. Click **Manage Users**

   Figure 4-1 Manage Users



2. Click the **Applications** tab.
3. Click **Add More** (plus sign).
4. Select **HP ePrint Enterprise for Good** from the list.

4.2 Generating Access Keys

After adding HP ePrint Enterprise for Good to a user, the user will need Access Keys to authenticate on the app. Complete the following step to generate Access Keys:

1. Click the **Access Keys** tab.
2. Click **Provision**.

4.3 Managing Application Policies

With Application Policies, you can configure and change the features which can be available to the user.

4.3.1 Basic Settings

To add the HP ePrint Enterprise server URL in the Basic Settings, complete the following steps:

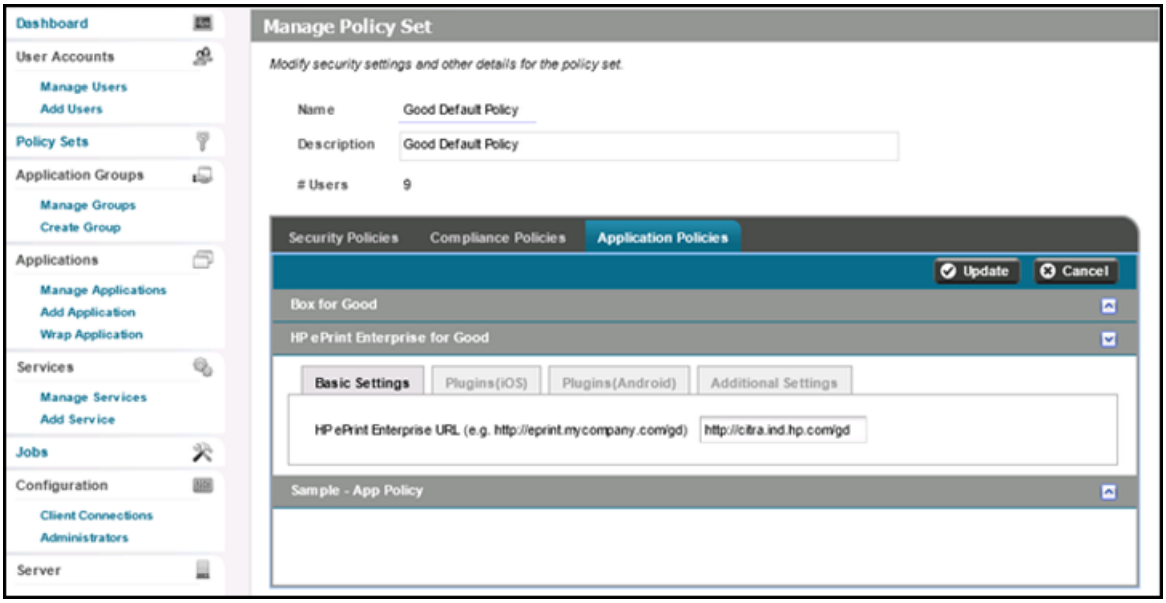
1. Click **Policy Sets** (in left pane).
2. Select the **Application Policies** tab.
3. Click **Basic Settings**.

4. Enter the URL address of the HP ePrint Enterprise server.

   It is important to enter a complete URL with the protocol (http or https) and "/gd" in the end for better compatibility with the Android version of the app.

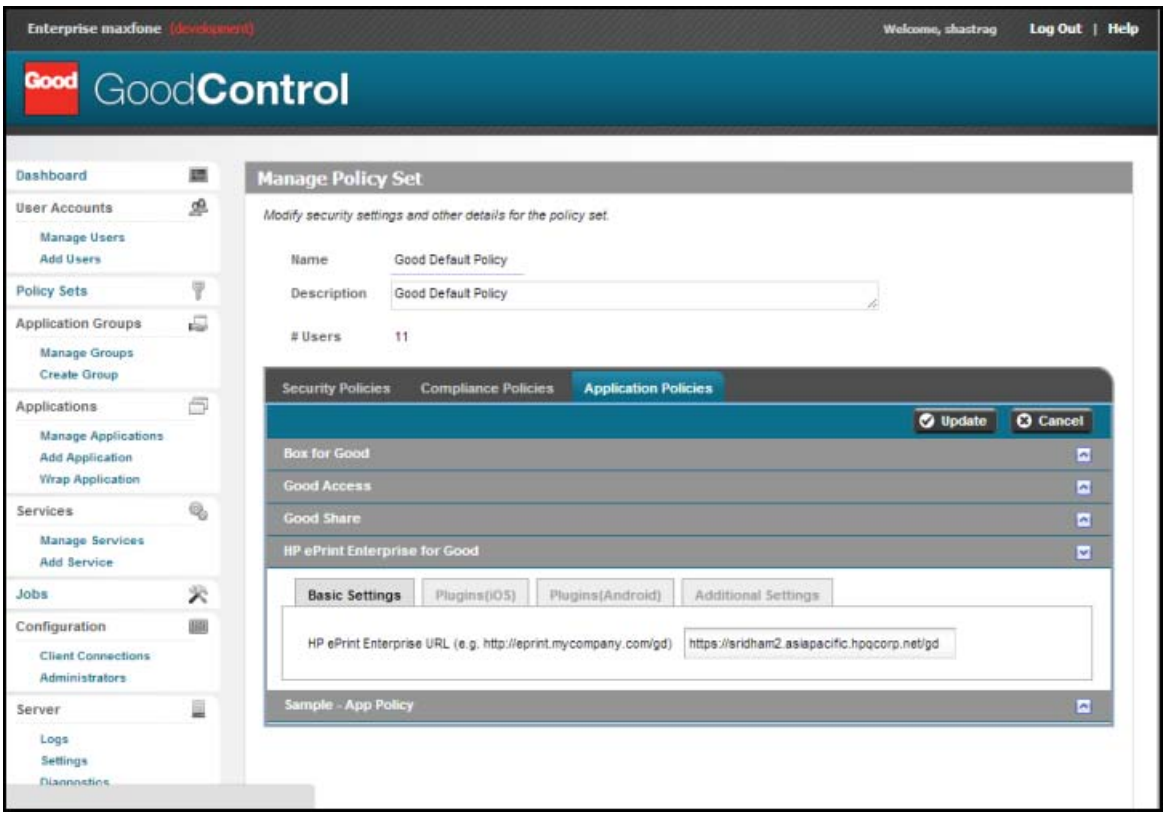
   Example, http://eprint.mycompany.com/gd

Figure 4-2 Application Policies, Basic Settings



Example, https://eprint.mycompany.com/gd

Figure 4-3 Application Policies, Basic Settings for https



4.3.2 Plugins

Plugins are the source of print content used in the app. The administrator can choose from what sources the user can select their content. When the administrator disables a plugin and saves the changes, the user will receive a notification in the app and the corresponding plugin icon is disabled.

Figure 4-4 Application Policies — plugins for iOS

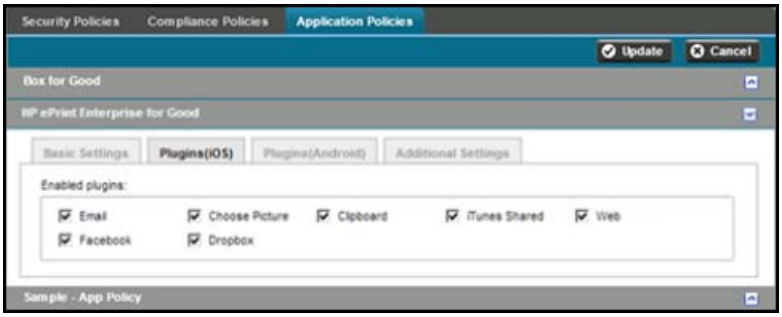
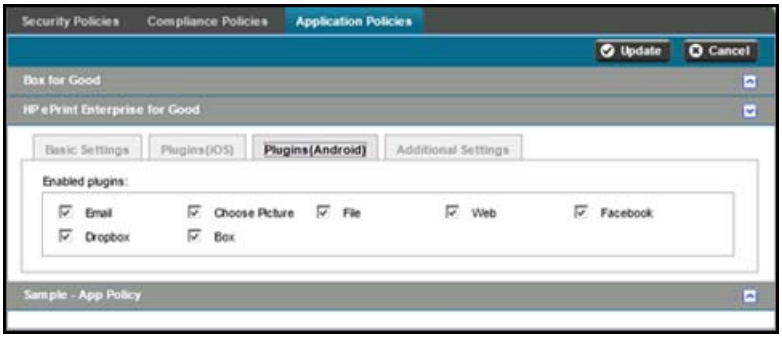


Figure 4-5 Application Policies — plugins for Android



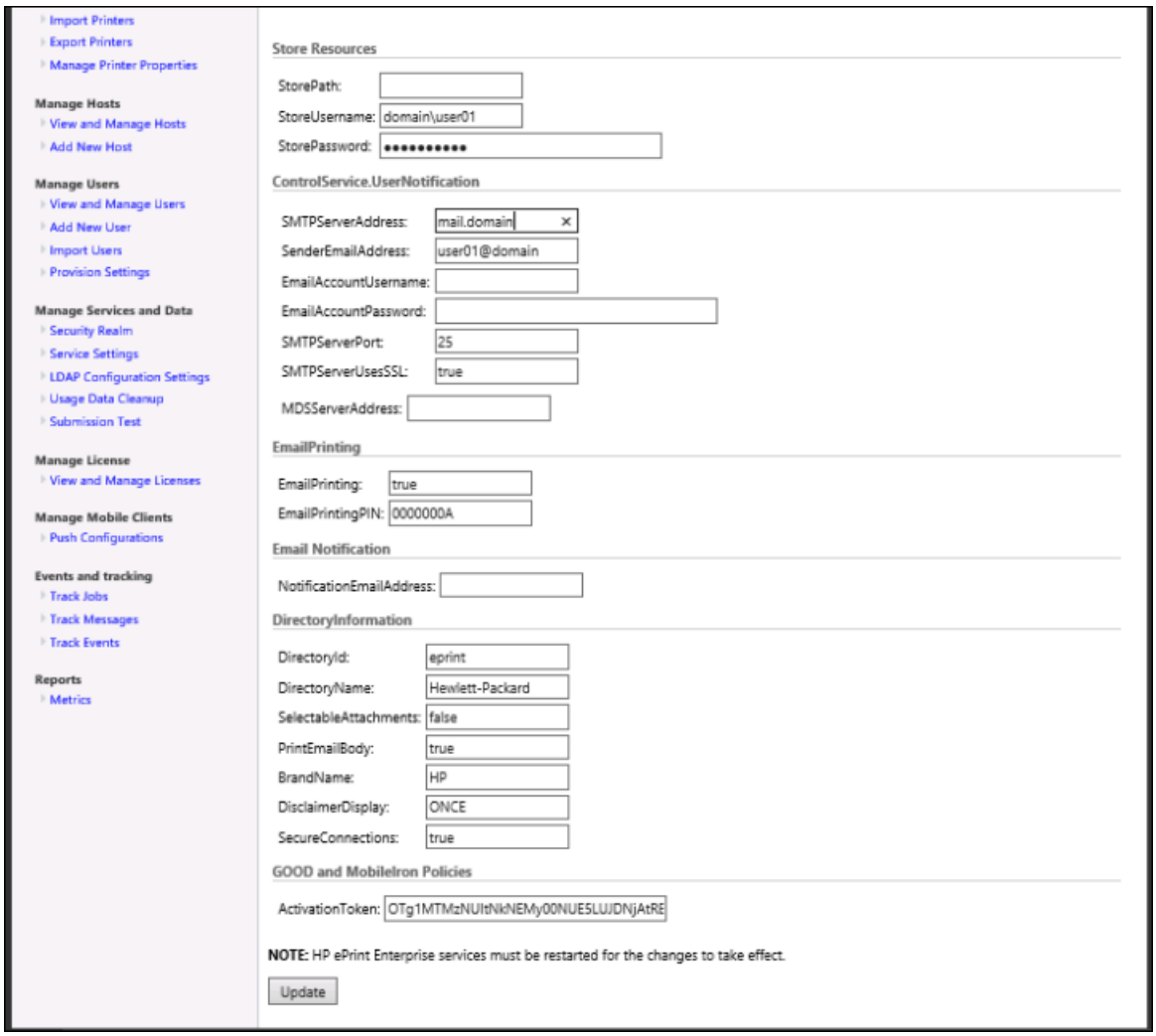
4.3.3 Additional Settings

By disabling **HP Public Print Locations** the user will be unable to activate and print to public locations such as Fedex Office, Walmart, PrinterOn, UPS Store, and others.

Activation token is used for the configuration of fast enrollment. This token must be the same as the token you configured in the Good Policies section in HP ePrint Enterprise server administration console.

Figure 4-6 Application Policies, additional settings

Figure 4-7 Good Policies, HP ePrint Enterprise



5 Appendix C — MobileIron Configuration

For the HP ePrint Enterprise for MobileIron app to be available for use inside a MobileIron's container, the administrator must first add the application in the App Distribution Library and setup the application policies and configurations.

The following sections help to configure MobileIron app for HP ePrint Enterprise in the iOS device.

5.1 Adding Application to a User

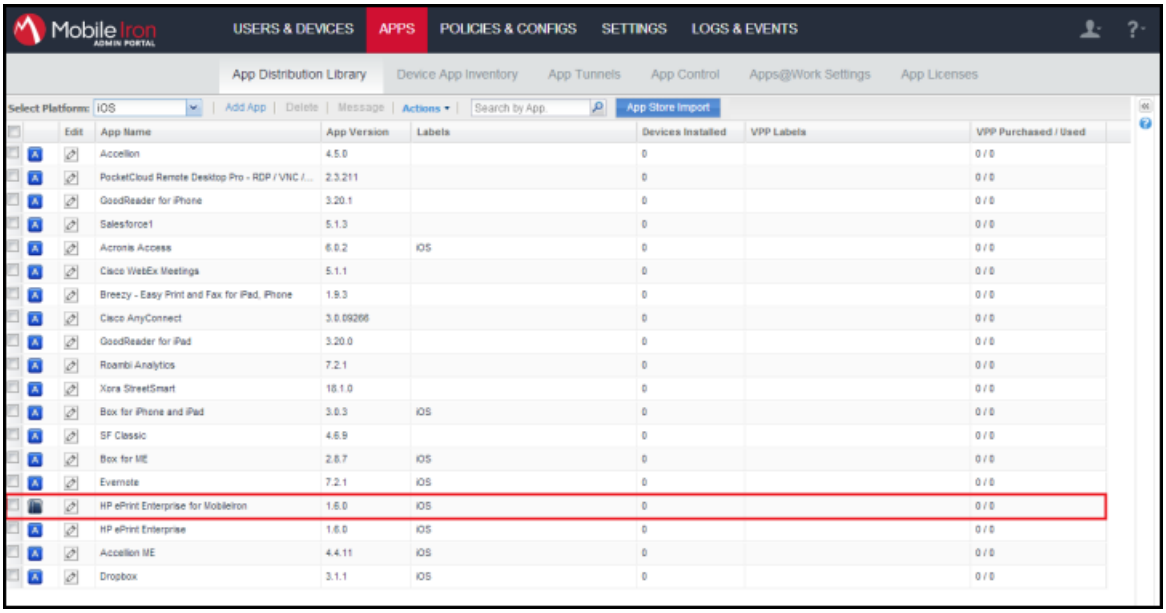
To add the HP ePrint Enterprise for MobileIron app to the App Distribution Library, complete the following steps:

1. Click on the **Select Platform** dropdown list.
2. Select the label **iOS**.
3. Click **Add App**, and follow the wizard. Optionally, you can add the app directly from AppStore by clicking **App Store Import**.

After adding the app to the **App Distribution Library**, you need to add a label to the app. To do this, complete the following steps:

1. Find **HP ePrint Enterprise for MobileIron** on the list, and select it.

Figure 5-1 APP Distribution Library



2. Click **Actions**.
3. Select **Apply to Label**.
4. Check **iOS** label and click **Apply** button.
5. Click **OK**.

5.2 Managing Application Policies and Configs

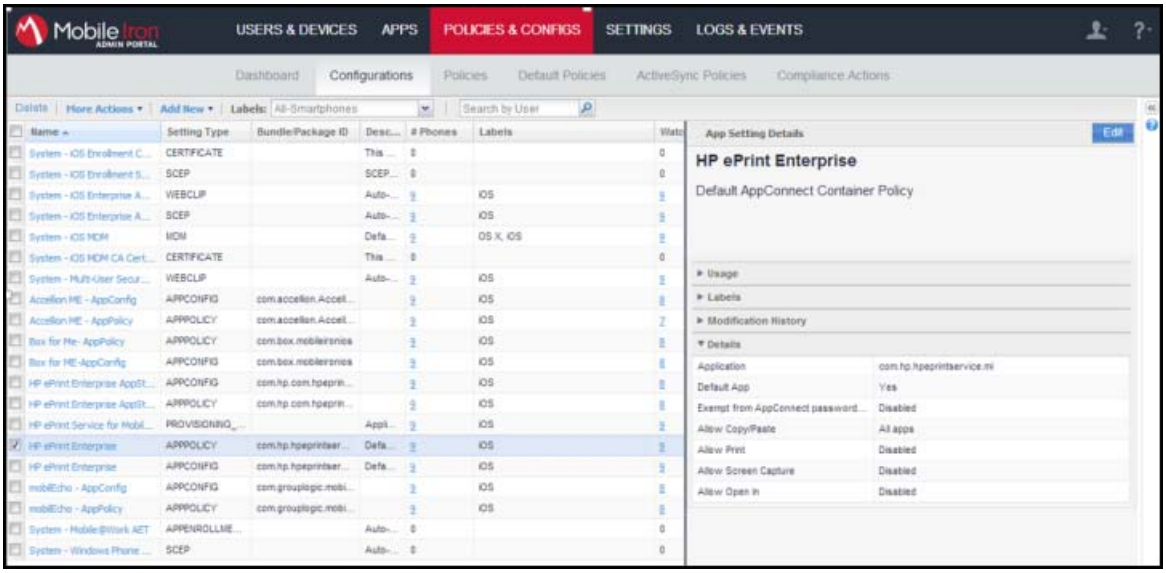
With application policies, you can configure and change what features of the app the user can use.

5.2.1 Setting up App Policies

To set up a new container policy, complete the following steps:

1. Select the **Policies & Configs** tab and click **Configurations**.
2. Click the **Add New** dropdown list, select **AppConnect**, and click **Container Policy**.
3. Fill in the fields, select the policies that will be applied, and click **Save**.
4. Select the new policy on the list, click **More Actions**, and select **Apply To Label**.
5. Check **iOS** label, and click **Apply**.
6. Confirm the changes.

Figure 5-2 Policies container, example



The policy below is available for you to configure, and is the only policy that affects HP ePrint Enterprise functionalities.

Copy/Paste To: Select Allow if you want the device user to be able to copy content from the app to external apps. If this option is selected, then user must select **All Apps**. The option **AppConnect Apps** feature is being developed, and should not be selected.

5.2.2 Setting up App Configurations

To set up app configurations, complete the following steps:

1. Select the **Policies & Configs** tab, and click **Configurations**.
2. Click the **Add New** dropdown list, select **AppConnect**, and click **Configurations**.
3. Fill in the fields, add App-specific Configurations by clicking the + button, then click **Save**.
4. Select the new configuration file on the list, click **More Actions**, and select **Apply To Label**.

5. Check **iOS** label, and click **Apply**.
6. Confirm the changes.

The following keys are accepted when setting up the App-specific Configurations for HP ePrint Enterprise:

- **token**: String with the token value for fast enrollment authentication for HP ePrint Enterprise.

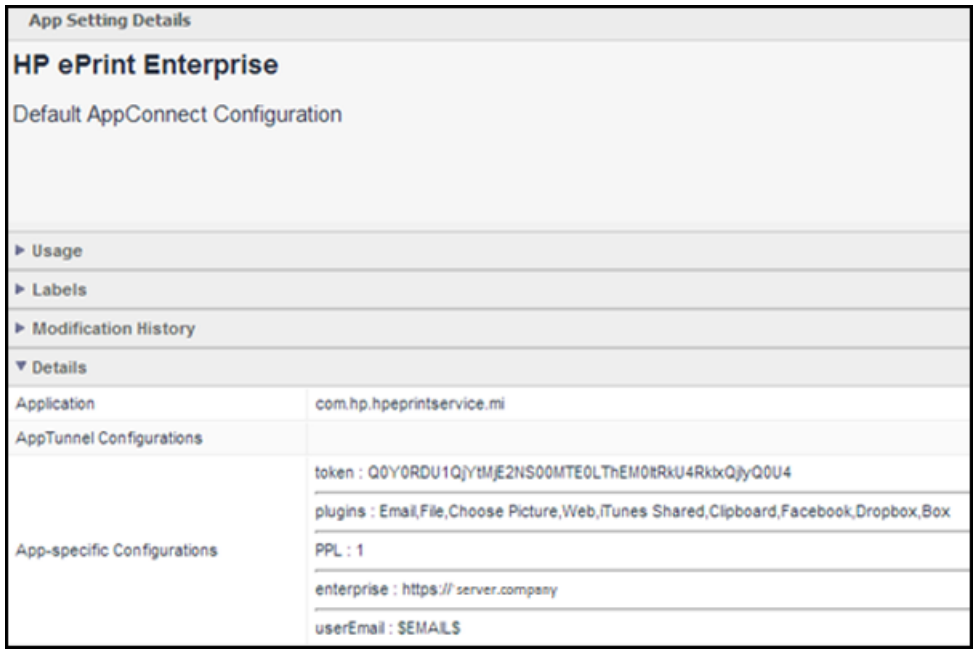
  For more information about configuring Activation token, refer to Additional Settings section in *Appendix B Good Dynamics Configuration* of this guide.

- **userEmail**: The email of the user registered in MobileIron. This field is obligatory for fast enrollment to work, and its value must be **$EMAIL$**.
- **plugins**: String containing enabled plugins inside the app, separated by commas (without spaces). The following values are accepted: “Email”, “File”, “Choose”, “Picture”, “Web”, “iTunes Shared”, “Clipboard”, “Facebook”, “Dropbox”, “Box”. All values are case sensitive.
- **PPL**: Enables or disables PPL. The accepted values are “0” (disabled) or “1” (enabled)’
- **enterprise**: URL of the HP ePrint Enterprise server.

To change either policies or configurations, complete the following steps:

1. Select the policy to be modified.
2. Click **Edit** (on the right).
3. Make the modifications, and click **Save**.
4. Confirm the action.

Figure 5-3 Example, App configuration file



5.2.3 MobileIron Integration

Having MobileIron Technologies integrated in HP ePrint Enterprise, user can automatically authenticate to an HP ePrint Enterprise server without providing email address or activation code information. All user files are encrypted and secured during transfers from other apps, or to the printer.

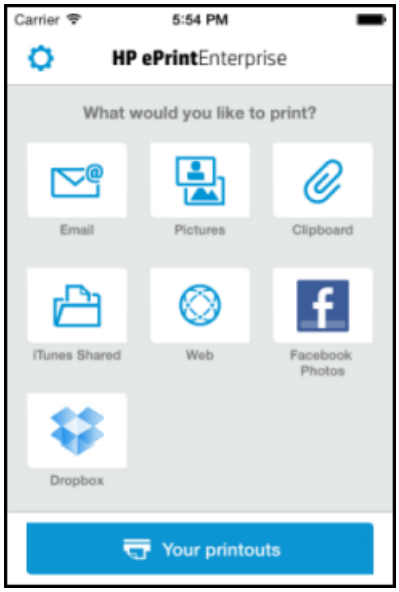
5.2.4 HP ePrint Enterprise Fast Enrollment

By configuring the “Activation token” application policy inside MobileIron Admin Portal, the user activation for enterprise features will be automatic inside the app. If the user is running the app for the first time, a loading dialog displays, and the user is redirected to the dashboard screen when authentication is complete. If HP ePrint Enterprise is already installed, user can go to Settings and check Enable enterprise printing switch to start the enterprise authentication flow.

5.2.5 Plugins Management

If the administrator disables any plugin in MobileIron Admin Portal, the user dashboard is modified. The following screenshot shows an app dashboard where the Box plugin is missing because it was disabled by the administrator.

Figure 5-4 Example, App dashboard



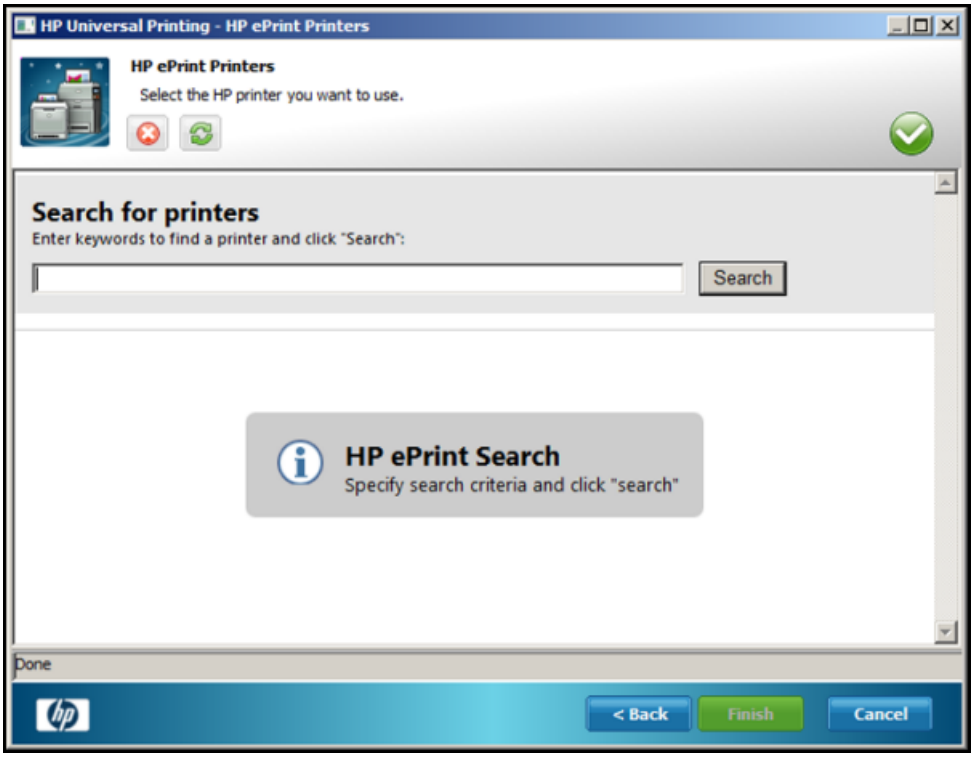
5.2.6 Others

With MobileIron Technologies integrated within HP ePrint Enterprise, the administrator can configure many security features for users. A passcode can be required for using the app. The administrator can revoke access for any user, and wipe the app’s data.

6 Appendix — UPD integration

The HP Universal Print Driver (UPD) can be configured to use the HP ePrint Enterprise server printer directory. By configuring UPD, the user will be able to search HP ePrint Enterprise database for a particular printer and use that printer.

Figure 6-1 UPD integration



To configure UPD to use the HP ePrint Enterprise server, create a string value inside the following registry key:

- `HKEY_CURRENT_USER\Software\Hewlett-Packard\HP Print Settings\MPL`
  - Key:`<list name>`
  - Value:`"hpmpl://<ePrint server address>/cloudprintadmin/printerdirectory/mpl/"`

A registration entries file (.reg) can also be created to add the search mechanism for UPD:

```
Windows Registry Editor Version 5.00 HKEY_CURRENT_USER\Software\Hewlett-Packard\HP Print Settings\MPL] "<list name>"="hpmpl://ePrint server address>/CloudPrintAdmin/printerdirectory/mpl/"
```

7 Appendix E — Touch to Authenticate and Job Release for Android Devices via HP Access Control (HP AC)

The HP ePrint Enterprise app now enables authentication and Job release via HP Access Control (HPAC) for Android devices.

The following sections contain help for enrolling to authentication and job release with Near Field Communication (NFC) enabled printer and mobile devices.

7.1 Touch to Authenticate

Touch to Authenticate uses NFC to authenticate a user of a mobile device to a printer. This is similar to a Proximity card solution, but uses a mobile device, NFC, and Wi-Fi instead of a proximity card and card readers.

To enroll for Touch to Authenticate, complete the following steps:

1. Open HP ePrint Enterprise on a mobile device.
2. Go through settings on mobile device to enable HP AC.
3. From HP ePrint Enterprise Home screen, touch **Mobile Device NFC to HPAC enabled printer**
4. Mobile Device will communicate with HP AC server to indicate that a user is at the printer.
    a. The first time a user does this, they must enroll their mobile device with the HP AC server, and are prompted to log in to the printer.
    b. Subsequent touches will not require the user to go through login (admin can force re-enrollment).
5. After touch occurs, the user is enrolled when they touch any HP AC enabled printer.

Notes:

Some Android devices running Jelly Bean versions 4.1.1 or 4.1.2 have noticed issues when connecting to certain wireless networks. Attempted connections to these wireless networks cause a system error in the Android device, which then reboots. (For more information about boot loop, see the HP ePrint Enterprise Troubleshooting Guide).

Many newer Android devices have an Auto Network Switch feature, which may detect a Wi-Fi that does have internet access. In so, when Touch to Authenticate is used with the option enabled, the authentication process will fail. (For more information about Resetting passcode, see the HP ePrint Enterprise Troubleshooting Guide).

7.2 Touch to Release

Touch to Release is the facility used to release jobs from an HP AC server using a mobile device app.

Touch to Release connectivity depends upon the following:

- Uninstall any existing versions of the HP ePrint Enterprise app including versions built for GOOD.
- Install the latest versions of the HP ePrint Enterprise app.
- Ensure the device has an active internet connection (for the initial authentication)
- Ensure the device has Wi-Fi

NOTE: If you do not have Wi-Fi turned on, the app will prompt you to do so as you encounter workflows where it is necessary.

To enable **Touch to Release** activity, complete the following steps:

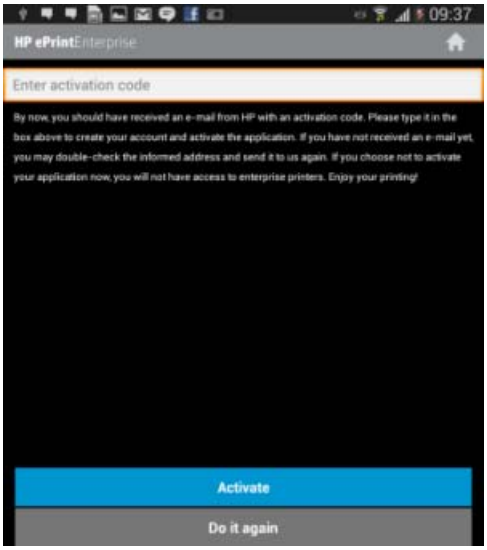
1. After HP ePrint Enterprise activation with HP ePrint Enterprise server is complete, select the **HPAC** icon from the app dashboard.

   For more information about activating HP ePrint Enterprise app, refer to the Installing Android client section of this guide.

   Figure 7-1 HP AC server configuration screen

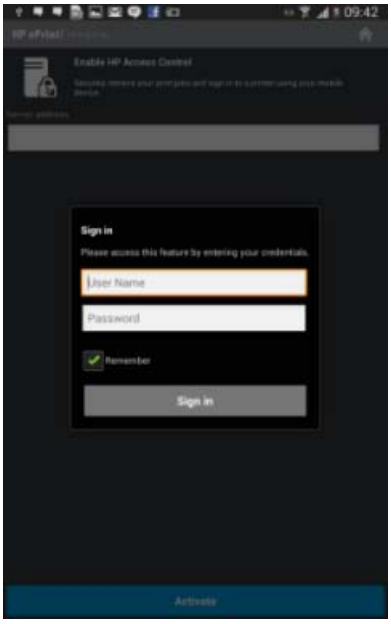
2. Enter a valid HP AC server IP address or hostname, and then select **Activate**.

   Figure 7-2 HP AC server configuration screen



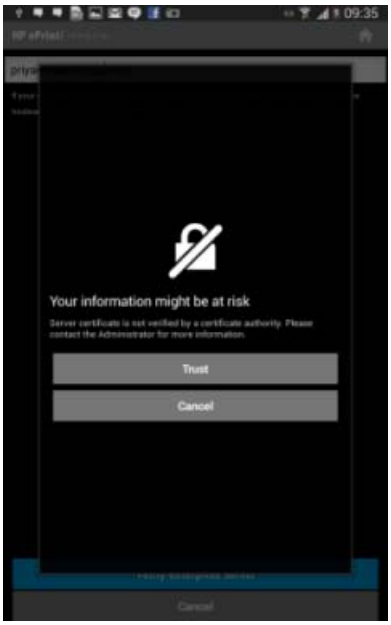
3. Enter valid domain credentials (username and password), and then select **Sign in**.

Figure 7-3 HP AC server domain credentials screen



Security prompt: If you don't wish to see this in any of the other flows be sure to select the **Remember**.

4. Tap **Trust**.



5. A list of your HP AC Jobs should appear. This will be an empty screen if no jobs have been submitted as that user.

Figure 7-4 HP AC jobs list

6. Select a job.

   You can now touch the printer via NFC to select it, or select the QR code option and scan the code on the front of the printer display.

7. Tap **Print** to have the job be sent to the selected printer.

Figure 7-5 HP AC get printout screen

8. The print job is delivered successfully.

Notes:

- You must be on the same network as the HP AC server.
- NFC is not required to exercise the **Touch to Release** flow.